CallPilot Telephone Administration Guide

BCM50 2.0
CallPilot

Document Status: **Standard**
Document Number: **NN40090-500**
Document Version: **01.01**
Date: **September 2006**

NORTEL

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Chapter 1
Getting started

About this Guide

The *CallPilot Telephone Administration Guide* describes how to set up and configure CallPilot on a Business Communications Manager (BCM) and CallPilot 100/150 system using telset based administration.

About CallPilot

CallPilot is a versatile business communications tool that you can use to:

- answer incoming calls
- offer callers a selection of options to route their calls or access information
- provide advanced voice mail, Auto Attendant, and call handling capabilities

This guide leads a System Administrator through setting up and operating CallPilot on a Business Communications Manager and CallPilot 100/150 system. You can program CallPilot using a two-line display telephone on your system. You can also use the web-based CallPilot Manager to set up and operate CallPilot. For information on CallPilot Manager, see the *CallPilot Manager Set Up and Operation Guide.*

CallPilot features

CallPilot includes these features:

Voicemail

Records messages and stores them in a mailbox for easy retrieval. Business telephones on your system can have their own mailbox and greeting. Information can be distributed quickly to departments and workgroups.

Auto Attendant

Answers your business calls promptly, 24 hours a day, with a Company Greeting. Callers can direct their own calls by using the Company Directory.

Custom Call Routing (CCR)

Enhances the Auto Attendant menu with customized menus and information messages. With CCR you can determine the menu options and record the voice prompts that guide callers along call paths.

Fax Answering

Fax Answering lets outside callers send faxes to the main site telephone number. Fax Answering is available even if you do not have the Fax option installed on your system. With Fax Answering, a fax call that arrives through the Auto Attendant or CCR transfers to a specified extension. The extension is usually a fax machine connected by an Analog Terminal Adapter (ATA) for CallPilot 100/150, an Analog Station Module (ASM) for Business Communications Manager, or an ATA, ASM, or GASI trunk for BCM50.

CallPilot options

CallPilot has three options to enhance your office communications. You need a keycode to enable a CallPilot option. Contact your vendor if you want to trial or purchase a keycode.

CallPilot options are as follows:

Message Networking

Message Networking links the CallPilot system with other voice mail systems and allows the exchange of voice messages between users at different sites. CallPilot supports Digital networking and Audio Messaging Interchange Specification (AMIS) networking. For information about Message Networking see the *CallPilot Message Networking Set Up and Operation Guide*.

Contact Center

Contact Center is an application that handles incoming calls as efficiently and economically as possible. Contact Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller. Calls can be routed based on the origin of the call, the destination of the call, or the information entered by the caller. Callers can be given high or low priorities. Callers can overflow to different groups or skillsets of agents, transfer out of the system, leave a message, and hear announcements or informative messages. For information about Contact Center see the *Contact Center Set Up and Operation Guide.*

Fax

Fax is a CallPilot option that enhances your office communications by providing incoming and outgoing fax capability. With Fax, callers can send and retrieve fax messages as easily as they send and retrieve voice messages. The Fax option includes Fax Mail, Fax On Demand and Fax Overflow. Fax Answering is available even if you do not have the Fax option installed on your system.

For information about Fax see the *CallPilot Fax Set Up and Operation Guide*. Fax is not available for CallPilot 100/150.

Unified Messaging

With Unified Messaging subscribers can use their email application to access voice, fax and text messages from their personal computer. Unified Messaging can be used with several popular email applications. Unified Messaging is available for Business Communications Manager systems.

Desktop Messaging

With Desktop Messaging subscribers can access their CallPilot mailbox from their personal computer. Subscribers can manage all of their voice messages from one graphical interface. Desktop Messaging is available for CallPilot 100/150.

Using CallPilot

Who can use CallPilot

CallPilot can be used by outside callers and mailbox owners (subscribers) in your company. Subscribers at your office can use CallPilot from any display telephone that is connected to your telephone system. Subscribers outside your office can use CallPilot from any tone dial telephone.

Incoming calls from a rotary dial telephone are transferred to your company receptionist or designated operator. If an operator is not available, the call transfers to the General Delivery Mailbox.

System timeout

If you pause longer than 2 minutes when you program CallPilot using F983, the system times out and ends the session. This is a safety feature that prevents unauthorized use of the system.

For example, if the system times out before you enter all the settings for a mailbox, you must use the procedures in "Changing a mailbox" on page 51 to finish setting up the mailbox.

Audience

This guide is for system administrators who configure and maintain CallPilot on a Business Communications Manager or CallPilot 100/150 system. To use this guide you must:

- be an authorized system administrator
- be knowledgeable of CallPilot

Acronyms

The following is a list of acronyms used in this guide.

Table 1

Acronym	Description
BCM	Business Communications Manager
CCR	Custom Call Routing
CFAC	Call Forward All Calls
CFNA	Call Forward No Answer
CLID	Calling Line Identification

Table 1

Acronym	Description
CO	Central Office
COS	Class of Service
DN	Directory Number
DND	Do Not Disturb
DRT	Delay Ring Transfer
DTMF	Dual Tone Multi-Frequency
MWI	Message Waiting Indication
NVM	Norstar Voice Mail

Symbols and text conventions

These symbols are used to Highlight critical information for the BCM system:

Caution: Alerts you to conditions where you can damage the equipment.

Danger: Alerts you to conditions where you can get an electrical shock.

Warning: Alerts you to conditions where you can cause the system to fail or work improperly.

Note: A Note alerts you to important information.

Tip: Alerts you to additional information that can help you perform a task.

Security note: Indicates a point of system security where a default should be changed, or where the administrator needs to make a decision about the level of security required for the system.

Warning: Alerts you to ground yourself with an antistatic grounding strap before performing the maintenance procedure.

Warning: Alerts you to remove the BCM main unit and expansion unit power cords from the ac outlet before performing any maintenance procedure.

These conventions and symbols are used to represent the Business Series Terminal display and dialpad.

Convention	Example	Used for
Word in a special font (shown in the top line of the display)	Pswd:	Command line prompts on display telephones.
Underlined word in capital letters (shown in the bottom line of a two line display telephone)	PLAY	Display option. Available on two line display telephones. Press the button directly below the option on the display to proceed.
Dialpad buttons	#	Buttons you press on the dialpad to select a particular option.

These text conventions are used in this guide to indicate the information described.

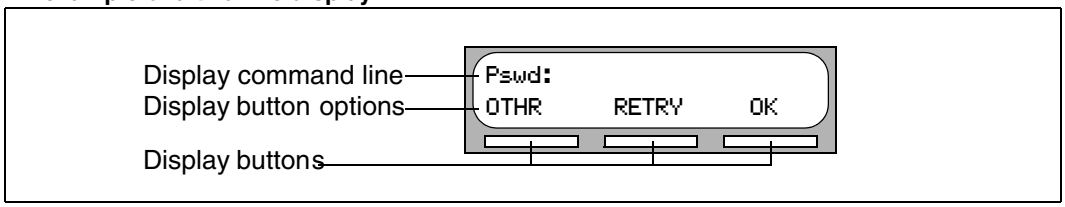
Convention	Description
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the **info** command. Example: Enter **show ip** {**alerts**|**routes**}.
italic text	Indicates book titles
plain Courier text	Indicates command syntax and system output (for example, prompts and system messages). Example: `Set Trap Monitor Filters`
FEATURE HOLD RELEASE	Indicates that you press the button with the coordinating icon on whichever set you are using.

Using CallPilot with a two line display telephone

You cannot use a single line display telephone to set up and administer CallPilot. You must use a two line display telephone. Two line display phones show CallPilot commands and options. A two line display can show up to three display options at once. In some instances, an option does not have a corresponding display button, and you must select the option by pressing buttons on the dialpad.

While you program CallPilot, at any time, you can press * to go back to the previous selections.

An example of a two line display



About Nortel Business Series Terminal telephone buttons

This table shows the Nortel Business Series Terminal buttons. Use the buttons that pertain to the type of telephone you use.

Button name	T7100, T7208, T7316	M7100, M7208, M7310, M7324	M7100N, M7208N, M7310N, M7324N
Feature	✆	Feature	Fx
Handsfree	Bottom right-hand button	Handsfree Mute	Handsfree Mute
Hold	⌣	Hold	⌣
Volume Control	◂ ▸	◂ ▸	− ⋘ ⋙ +
Release	☎	Rls	☎

You can enter ✆, Feature or Fx and the code to use a feature. For example, press ✆ 9 8 1 to access your mailbox.

The T7100 works differently from other telephones on your system because it does not have line buttons. Where other telephones require that you select a line button to answer a call, on the T7100 terminal you pick up the handset. Where other telephones require you to select a line button to take a call off hold, you press ⌣ on the T7100 terminal.

On T7100 terminals, you can answer a second call by pressing ⌣ . Your active call is put on hold and you connect to the waiting call. You can have no more than two active calls at one time.

Using the dialpad

The buttons on your display telephone dialpad act as both numbers and letters. Each button represents a number and letters of the alphabet.

To enter a character	press the dialpad button that represents the letter or number. Press the button again to see the next letter or number.

To accept a character	press # or press another button. When you press another button, the cursor advances and the display shows the first character on the new button.
To delete a character	press the BKSP display button.

Numbers and letters on the dialpad.

1 1 ' -	2 A B C 2 a b c	3 D E F 3 d e f
4 G H I 4 g h i	5 J K L 5 j k l	6 M N O 6 m n o
7 P Q R S 7 p q r s	8 T U V 8 t u v	9 W X Y Z 9 w x y z
* Quit	0 Q Z Zero q z	# Accepts the displayed letter and, (comma)

The display can show up to 16 characters. Whether the prompt remains on the display depends on the type of prompt that is displayed.

```
Pswd:****
OTHR   RETRY   OK
```

This is an example of a display with fewer than 16 characters, where the command line prompt remains on the display.

```
Name:
RETRY   BKSP   OK
```

This display shows the **Name:** command line prompt.

```
P
RETRY   BKSP   OK
```

When you begin to enter the last name, the **Name:** command line prompt disappears. For example, if you enter the name Partridge, you press the pad 7 for P, and the display drops the **Name:** prompt.

```
PARTRIDGE
RETRY   BKSP   OK
```

Although the name is only nine characters long, the command line prompt is not shown on the display after you enter the entire name.

The prompt disappears for these command line prompts:

- Name:
- Log:
- Dest ph:

Related Publications

This section provides a list of additional documents referred to in this guide.

CallPilot Fax Set Up and Operation Guide (NN40080-301)

CallPilot Manager Set Up and Operation Guide (NN40090-300)

CallPilot Message Networking Set Up and Operation Guide (NN40090-301)

CallPilot Reference Guide (NN40090-100)

Contact Center Set Up and Operation Guide (NN40040-301)

Keycode Installation Guide (NN40010-301)

If you use IP telephones, see your IP phone user guide for a description of the button icons. For information on specific IP phones, see the following user guides:

IP Audio Conference Phone 2033 User Guide (NN40050-102)

IP Phone 2001 User Guide (NN40050-106)

IP Phone 2002 User Guide (NN40050-107)

IP Phone 2004 User Guide (NN40050-108)

IP Phone 2007 User Guide (NN40050-109)

BCM WLAN 2210/2211/2212 Handset User Guide (NN40050-101)

How to get Help

This section explains how to get help for Nortel products and services.

Getting Help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

http://www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting Help over the phone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

http://www.nortel.com/callus

Getting Help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

http://www.nortel.com/erc

Getting Help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Chapter 2
CallPilot mailboxes

About installing mailboxes

You install mailboxes by enabling a keycode. The keycode enables the number of mailboxes that you can add to CallPilot. On CallPilot 150, you can have a maximum of 300 subscriber mailboxes. On CallPilot 100, you can have a maximum of 40 subscriber mailboxes. On a BCM, you can have up to 1000 mailboxes. see "Enabling a keycode" on page 176 for information on how to enable keycodes.

System Administrator Mailbox

The System Administrator Mailbox:

- is reserved for the System Administrator
- is created automatically when the system is initialized for the first time
- is where you send Broadcast Messages from

Only the System Administrator can access the System Administrator Mailbox. Remember to check this mailbox for messages.

Warning: Change the System Administrator password as soon as possible to minimize the risk of unauthorized activity.

Default System Administrator Mailbox number and password combinations			
For a mailbox number length of...	**the default System Administrator Mailbox number is...**	**and the default System Administrator Mailbox password is...**	**so the combined mailbox number and password is...**
2	12	0000	120000
3	102	0000	1020000
4	1002	0000	10020000
5	10002	0000	100020000
6	100002	0000	1000020000
7	1000002	0000	10000020000

The default Class of Service for the System Administrator Mailbox is 7. You can change the Class of Service at any time. For information on changing the Class of Service, see "Changing a mailbox" on page 51.

General Delivery Mailbox

The General Delivery Mailbox is your company mailbox. It is created automatically when the system is initialized for the first time. The General Delivery Mailbox stores messages from callers when the Operator is not available, from callers who use a rotary dial telephone, and when a mailbox is full or a subscriber has not initialized their mailbox.

Usually the receptionist or designated Operator checks for messages in the General Delivery Mailbox.

Warning: Change the General Delivery Mailbox password as soon as possible to minimize the risk of unauthorized activity.

Default General Delivery Mailbox number and password combinations			
For a mailbox number length of...	**the default System Administrator Mailbox number is...**	**and the default System Administrator Mailbox password is...**	**so the combined mailbox number and password is...**
2	10	0000	100000
3	100	0000	1000000
4	1000	0000	10000000
5	10000	0000	100000000
6	100000	0000	1000000000
7	1000000	0000	10000000000

The default Class of Service for the General Delivery Mailbox is 1. You can change the Class of Service at any time. For information on changing the Class of Service, see "Changing a mailbox" on page 51.

The General Delivery Mailbox can receive messages before it is initialized, but you must initialize it before you can retrieve messages from it. For information about initializing mailboxes, see "Initializing a mailbox" on page 35.

Subscriber mailboxes

Create a Subscriber mailbox for each person in your organization who needs to receive messages. The default password for a newly created subscriber mailbox is 0000.

A Subscriber mailbox must be initialized by the mailbox owner before it can receive voice messages. Until a mailbox is initialized, it cannot receive voice messages, it does not appear in the Company Directory, and any calls that are directed to it are rerouted to the General Delivery Mailbox.

Guest mailboxes

Create Guest mailboxes for people who do not have an operating extension but require a mailbox. A Guest mailbox must be initialized by the mailbox owner before it can receive messages.

When you create Guest mailboxes, assign mailbox numbers that begin with the same digit. This identifies the mailbox type. Create Guest mailbox numbers that begin with a digit that is different than the Subscriber mailbox numbers. For example, if Subscriber mailbox numbers start with two, Guest mailboxes can start with the number four.

When to use Guest mailboxes

Guest mailboxes can provide a temporary employee with CallPilot services, give clients access to internal messaging and call routing, and let customers leave telephone orders.

You can use Guest mailboxes to:

- take personal catalog shopping orders
- list classes or seminars and let callers register by telephone
- give frequent customers access to CallPilot services

Using a Guest mailbox for telephone registration

This example shows how to set up a Guest mailbox with announcement and order-taking capabilities. When you provide services that let a customer call into a mailbox, include the mailbox number in the greeting. This lets a caller transfer directly to the mailbox.

To use a Guest mailbox to provide telephone registration, you must first determine a mailbox number. Make sure that the Guest mailbox number is unique and is not assigned to any display telephone extension. Next, record the mailbox greeting.
For example:

"This month we are pleased to provide the following courses: Jazz Dancing Made Easy, Intermediate Jazz Dancing, Warming Up for that Big Performance, and Beginner Ballet. If you are interested in any of these courses, please leave your name and telephone number after the tone. One of our instructors will contact you with more information."

You can include the time and date the classes are being offered. This example is applicable to Guest mailboxes that are used for taking orders.

After you record the announcement, record a Company Greeting that tells callers about the mailbox that is available. For example:

"Good Morning. This is On Your Toes Dance School. To reach the dance studio, press 4 6 *. To register for our fall classes, press* 2 8 *. To reach our receptionist, press* 0 *."*

Note: The number 46 in this example is an operating telephone extension and the number 28 is the Guest mailbox.

Make sure the leading digit of Guest mailbox numbers is different from the leading digit of the extensions. If you must use the same leading digit, ensure the Guest mailbox numbers are "out-of-range" extension numbers. To test if an extension is out-of-range, dial it from another extension. If the number is out-of-range, the display shows `Invalid number`. If the number is not out-of-range but does not have a set plugged into the corresponding port, the display shows `Not in service`.

You must assign a Class of Service to the Guest mailbox. When you assign a Class of Service to a Guest mailbox used as an order mailbox, choose a Class of Service that has the maximum mailbox greeting and message time available. See "Mailbox Class of Service" on page 27.

Information mailboxes

Information mailboxes play an informative message to callers who access it. An Information mailbox must be initialized before it can play an information message. Callers cannot leave messages in Information mailboxes. Information mailboxes do not have operating extensions. For more information about Information messages, see "Information mailbox messages" on page 152.

Information mailboxes are maintained by the System Administrator or a mailbox owner.

You can use Information mailboxes to:

- announce sales
- provide product lists
- announce special events

You create the Information mailbox and give it to a subscriber or department. The department creates the password and maintains the greeting. Information mailbox greetings can be recorded by you or by the person assigned the Information mailbox.

To let callers know about your company's Information mailboxes:

- Advertise the Auto Attendant main number, and record a Company Greeting that mentions the Information mailbox services.
- Provide a list of your company's Information mailbox numbers in brochures and telephone directory advertising.
- Mention the Information mailboxes in the Company Greeting if your company has a small number of Information mailboxes, such as three or four. Use Custom Call Routing (CCR) if you have a large number of Information mailboxes.
- Assign the Operator as the transfer point for all Information mailbox inquiries. Record a statement in the Company Greeting that tells callers to press zero to reach company information. For example, *"Good Afternoon. This is On Your Toes Dance Studio. To reach our studio, press* 4 6*. To listen to one of our special announcements, press* 0 *to reach the Operator."* When a caller presses zero, have the Operator provide a list of the Information mailboxes and transfer the caller accordingly.

A call disconnects after the Information mailbox greeting plays except:

- if the call is extended by the Auto Attendant, the call disconnects or returns to the Auto Attendant according to the Return to AA setting .
- if the Information mailbox is the Mailbox node of a Custom Call Routing Tree, the call disconnects, or returns to the Home menu, or returns to the previous menu, according to the Next Action setting of the Mailbox node.

The maximum length of the greeting is determined by the Class of Service. The default settings for Class of Service 7 and 8 allow greetings that are up to 10 minutes in length.

If CallPilot is configured as bilingual, the Information mailbox has greetings in primary and alternate languages. The rules for bilingual prompting determine which one of these callers hear. Callers press a dialpad button, depending on which country they are in, to switch to the other greeting.

While they listen to the Information mailbox greeting, callers can use playback commands such as pause, resume, forward and back. Outside callers can press a dialpad button, depending on which country they are in, to transfer to the system attendant extension.

Mailbox Class of Service

Class of Service (COS) values reduce the amount of programming you do when you add a mailbox. Instead of entering values for several features, you can select the COS appropriate for a mailbox. You enter the COS when you add the mailbox and the system uses the associated values.

The COS tables, shown in "Class of Service values" on page 29, have preset values. You can change individual COS values to meet the needs of your company. You make these changes using F983 or the web-based CallPilot Manager. For more information about using CallPilot Manager to edit Classes of Service, see the *CallPilot Manager Set Up and Operation Guide*.

Class of Service features	
Prompt language	If you select bilingual operation, Classes of Service 1, 3, 5, 7, 9, 11, 13, 15 use the Primary Language, and Classes of Service 2, 4, 6, 8, 10, 12, 14, 16 use the Alternate Language.
Mailbox message time	The total message time available to a mailbox. The maximum message time is 180 minutes. Mailboxes have a Never Full feature that lets a caller leave a message in a "full" mailbox. The message is stored in the mailbox, but cannot be played, copied or saved until a saved message is deleted.
Message length	The maximum length of an incoming message. Message length is from 1 to 30 minutes.
Message retention period	The number of days messages are saved in a mailbox. Message retention period is from one to 365 days or 0 = indefinitely.
Greeting length	The maximum length of a mailbox greeting. Greeting length is from 1 to 30 minutes.
Off-premise Message Notification	Redirects messages to another extension, telephone number or pager. Dialing restrictions that apply to outdial lines apply to Off-premise Message Notification.

Retry intervals	For Off-premise Message Notification, the minutes between attempts to notify the recipient of a new or urgent message. The retry interval is from 1 to 120 minutes.
Number of attempts	For Off-premise Message Notification, the number of attempts the system makes to notify the recipient of a new or urgent message. The number of attempts is from 1 to 20.
Outbound Transfer	Lets a caller who reaches a mailbox transfer to an external telephone number or an extension.
Incorrect password attempts	The maximum number of incorrect password attempts before a mailbox owner is locked out of their mailbox. The incorrect password attempts are from 4 to 20.
Password Expiry	The maximum length of time a mailbox password is active. The password expiry is from 1 to 365 days or 0 = never expire.
Networking	If the Message Networking option is installed, lets callers send messages to mailboxes at various sites on a communication network.
Target Attendant	Lets subscribers set up a Personal Target Attendant. Otherwise, callers are directed to the Target Attendant specified in the Greeting Table.
Call Record	Lets subscribers use the Call Record feature. With Call Record (✆ 9 8 9) a subscriber can record an active telephone call. The recorded message is placed in the subscriber's mailbox.
User Interface	The user interface used for the mailbox. There are two mailbox UI choices: Norstar Voice Mail (NVM) and CallPilot (CP).

Class of Service values

Class of Service	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	15	15	15	15	5	5	20	20
Message length (in minutes)	3	3	7	7	3	3	2	2
Message retention period (in days)	30	30	0	0	7	7	15	15
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	15	15	30	30
Number of attempts	3	3	5	5	7	7	9	9
Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Networking*	Y	Y	Y	Y	N	N	Y	Y
Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Call Record	N	N	N	N	N	N	N	N
Mailbox UI	The interface selected from the Installation Wizard as the primary interface.							
Class of Service	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	10	10	30	30	120	120	120	120
Message length (in minutes)	3	3	7	7	10	10	2	2
Message retention period (in days)	365	365	60	60	90	90	45	45
Greeting length (in minutes)	1	1	2	2	3	3	5	5
Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry intervals (in minutes)	5	5	10	10	15	15	30	30
Number of attempts	3	3	5	5	7	7	9	9
Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Networking*	Y	Y	N	N	Y	Y	Y	Y
Target Attendant	Y	Y	N	N	Y	Y	Y	Y
Call Record	N	N	N	N	N	N	N	N
Mailbox UI	The interface selected from the Installation Wizard as the primary interface.							

* If the Message Networking option is installed.

0 = indefinite; never expire, P = Primary Language, A = Alternate Language

Mailbox options

Apart from mailbox Class of Service settings, you can change these mailbox options:

- Company Directory
- Message Waiting Notification
- Outdial route
- Alternate extensions
- Auto-Login
- Express Messaging Line
- Call Screening
- Mailbox Restrictions
- Park and Page

Mailbox properties are not included in a Class of Service. When you add a mailbox, you can change these options without changing the Class of Service.

Company Directory

The Company Directory is an internal list that contains the names of mailbox owners with initialized mailboxes who are assigned to the directory.

When you add a mailbox, you determine whether the mailbox appears in the Company Directory. Even if you do not include a mailbox in the Company Directory the mailbox owner must still record their name when they initialize their mailbox.

Message Waiting Notification

Message Waiting Notification gives subscribers a visual indication on their telephone display that they have new messages. Message Waiting Notification displays **`Message for you`** on a subscriber's display telephone when they have a message.

Message Waiting Notification is enabled by default. When you create Guest Mailboxes, do not enable Message Waiting Notification. Guest Mailboxes do not have an operating extension.

Outdial route

The Outdial route determines which line or line pool the system uses when a subscriber uses:

- the Reply feature to reply to a message left by an external caller
- Off-premise Message Notification
- Outbound Transfer

The default for Outdial route is None. The values available are None, Line, Pool or Route. Until you assign a line or line pool as the Outdial route for a mailbox, the mailbox owner can use the Reply feature to reply to calls from internal extensions only, Off-premise Message Notification for internal extensions only and Outbound Transfer for internal extensions only.

When you assign an Outdial route, the dialing is done by the extension the system is connected to, not by the display telephone.

You can apply dialing restrictions to display telephones and the extensions connected to the system. For more information on restricting outdialing refer, to "Restricting Outdialing" on page 33.

If you set the Outdial route to anything but None, there is a potential for unauthorized long-distance dialing. You can prevent this by creating outdialing restrictions.

Alternate extensions

You can assign up to five alternate extensions to each Subscriber Mailbox. If a caller dials the main extension (the primary extension for the mailbox), the call rings only at the main extension.

Note: There is an exception to calls ringing only at the main extension. If you assign alternate extensions an Answer DN for the main extension, the call rings at the alternate extensions. Answer DNs are assigned to extensions in system programming. For more information, see your system documentation.

Only extensions that do not have a mailbox assigned can be used as alternate extensions. There are no default alternate extensions for Subscriber mailboxes.

Alternate extensions receive the same Message Waiting Indication and Caller Display information as the primary extension. Subscribers can use the Open Mailbox feature (9 8 1) from alternate extensions to access messages from their primary extension.

Subscribers can use the Interrupt feature (9 8 7) on an alternate extension the same way the same way they use 9 8 7 on a primary extension.

If you delete the primary alternate extension using 9 8 3 , the second alternate extension is automatically deleted.

Auto-Login

Auto-Login is an option that makes logging on easier. With Auto-Login, subscribers don't have to enter their mailbox number and password. Subscribers with Auto-Login can enter 9 8 1 and immediately be logged on to their mailbox. The telephone from which subscribers use Auto-Login must be their primary or alternate telephone. Auto-Login is disabled by default.

Express Messaging Line

When you create a Subscriber mailbox, you can assign an Express Messaging Line to it if subscribers want to have fax and voice calls go to the Subscriber Mailbox without ringing at their extension. Callers hear the mailbox greeting and can leave voice and fax messages.

When *Message for you* appears on the telephone display, subscribers can open their mailbox and access their voice and fax messages.

You must enable the Fax option so subscribers can receive fax message on the Express Messaging Line.

For a Business Communications Manager system, you can set up an Express Messaging Line as Fax Only. If you select the Fax only option, the caller does not hear a greeting and cannot leave a voice message. If you select this option, the caller can send a fax immediately. If you do not select the Fax Only option, the caller hears a greeting and can leave a voice or fax message.

Give the seven-digit phone number associated with the line you assign as the Express Messaging Line to the subscriber. For example, if line 20 is the Express Messaging Line and the associated phone number is 555-2424, give this phone number to the subscriber. After you assign a line to a mailbox, you cannot assign the line to another function until you remove the line from the mailbox.

You must set the prime set for the Express Messaging Line to the voice mail DN. The line must not ring anywhere in the system. For more information, see your system documentation. Express Messaging is not enabled by default.

Call Screening

Call Screening lets subscribers determine who is calling before they accept a call. Call Screening is useful if there is no Caller ID available. The system records the caller's name, calls the subscriber's telephone, announces the name of the caller and offers options such as accepting the call or taking a message.

Call Screening applies to external calls dialed by callers using the extension dialing facilities of the Auto Attendant or Custom Call Routing (CCR). Call Screening does not apply to internal calls, or external calls routed using a CCR Transfer node or placed to a mailbox owner's dedicated line. If a caller is calling from a line for which the mailbox owner has recorded a Personal Mailbox Greeting, Call Screening is bypassed and the call transfers without delay.

If Call Screening is enabled, CallPilot calls a mailbox owner's telephone that is call forwarded.The default for Call Screening is No, which means that unless subscribers have Calling Line Identification (CLID) they cannot determine who is calling before they answer the call.

Mailbox Restrictions

You can control how a subscriber accesses a mailbox. For [✆] [9] [8] [3], when you add or change a mailbox, the Mailbox Restrictions prompt appears after the Auto Log-in prompt. You choose whether or not to enable the Mailbox Restrictions. You can also enable the restrictions in CallPilot Manager.

If you enable Mailbox Restrictions, a subscriber cannot log in to the mailbox externally. If the subscriber attempts to log in externally, the prompt "*You are not allowed to use this feature. Exiting the system; goodbye*." is played. The system disconnects the caller.

In addition, an internal subscriber cannot administer a restricted mailbox. If the subscriber presses 8, the prompt "*You are not allowed to use this feature*" is played and the subscriber returns to the main menu.

This is applicable only to subscriber mailboxes.

Park and Page

With Park and Page external callers can press 6 to page a mailbox subscriber while they listen to the subscriber's personal greeting or record a message. When the caller presses 6, the system parks the call and pages to paging zone, overhead paging system or both and the caller hears "One moment, please". The caller cannot interrupt this prompt by pressing DTMF. The page is repeated based on the mailbox configuration until the parked call is picked up or the park timeout occurs, at which point the caller is returned to the mailbox and hears the subscriber's personal greeting.

The call is parked as long as there are not already 25 calls parked. If the call cannot be parked, the caller hears "The person you have called is not available" followed by the subscriber's mailbox greeting. While a call is parked the caller hears a hold tone or music on hold, depending on your system configuration. The call is paged to the appropriate paging zone and/or overhead speaker system. If the page is unsuccessful because the paging facility is busy with another page, the system waits five seconds and retries the page every five seconds until the paging facility is available or the call park timeout expires, whichever occurs first. If the call park timeout expires first, the caller hears "The person you have called is not available" followed by the subscriber's mailbox greeting. CallPilot does not retry the page after the call park timeout is reached.

If the page is unsuccessful for any other reason, the call is unparked and the caller hears "The person you have called is not available" followed by the subscriber's mailbox greeting. While a call is being paged, the system plays the mailbox spoken name and park string, for example "John Doe, 101". The park string is played in the standard voice prompts, or customized digits, if you have recorded them. See the *CallPilot Manager Set Up and Operation Guide* for how to record customized digits.

Note: To use Park and Page you must have a park prefix defined in your system's telephony programming. If you change the park prefix you must wait 15 minutes for the change to take effect. If you want the change to be effective immediately, you must reboot your system. If you have a BCM, see the *BCM Networking Configuration Guide*. If you have CallPilot 100/150, see the *Norstar System Coordinator Guide.*

Restricting Outdialing

You can apply dialing restrictions to Nortel Business Series Terminals.

To restrict outdialing

Do one of the following:

- In system programming, assign dialing restrictions to the extension of the subscriber. For additional information, see your system documentation.
- In system programming, assign dialing restrictions to the lines used for outdialing. For additional information, see your system documentation.
- When changing or adding a mailbox, do not give outdialing capabilities to a subscriber's mailbox. See"To add a Subscriber mailbox" on page 38.

Initializing a mailbox

Initializing a mailbox prepares the mailbox to receive messages. A mailbox cannot receive and store messages and does not appear in the Company Directory until it is initialized.

Initializing a mailbox involves:

- choosing a password from four to eight digits long that does not start with zero
- changing the default password to the new password
- recording the mailbox owner's name in the Company Directory

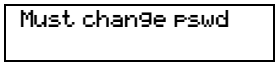
Follow the procedure that pertains to the type of telephone interface you use.

Note: After you set up and initialize your mailbox, you can manage your mailbox using a telephone and F981, or online using Mailbox Manager. You access Mailbox Manager at http://<BCMIPaddressOrHostName>/MailboxManager.

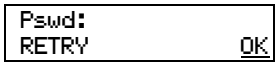
To initialize a mailbox

1 Press [ ] [9] [8] [1].

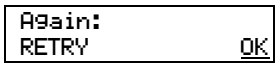
2 Log on by following the voice prompts.



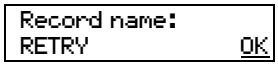
3 This display appears briefly to indicate that you must change your password.



4 Enter a new password from four to eight digits long that does not start with zero.
Press OK or [#].



5 Reenter your new mailbox password and press OK or [#].



6 At the tone, record your name in the Company Directory. Include your mailbox number in the recording, For example, "Pat Smith, mailbox 5813."
Press OK or [#] to end the recording.

7 Press OK or [#] to accept the recording
or
press PLAY or [1] to listen to the recording
or
press RETRY or [2] to re-record your name.

8 Press [ ] to end the session.

Checking which mailbox interface you use

CallPilot supports two interfaces: Norstar Voice Mail and CallPilot.
You determine which interface is assigned to mailboxes.

Use this procedure to check which mailbox interface you use, then follow the procedures in the guide that apply to your interface. Some procedures apply to both interfaces.

To check which mailbox interface you use

1 Press [ ] 9 8 1 .
Follow the voice prompts or the display button options to open your mailbox.

2 Check the display to see which interface you use:

This is the Norstar Voice Mail interface.

This is the CallPilot interface.

3 Press [ ] to end the session.

Chapter 3
Working with mailboxes

Adding a Subscriber mailbox

Assign all Subscriber mailboxes mailbox numbers that begin with the same digit. This helps you to identify the mailbox type. If the system times out before you enter all the values for a mailbox, use the procedures in "Changing a mailbox" on page 51 to finish setting up the mailbox.

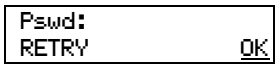
To add a Subscriber mailbox

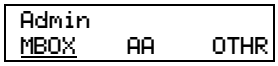
1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

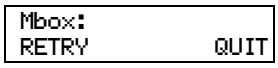
b Enter the user password, and press OK.





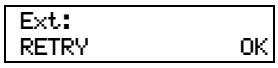
2 Press MBOX.

3 Press ADD.

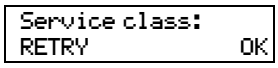


4 Enter the mailbox number.

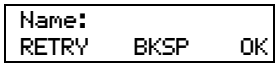
5 Press OK.



6 Enter the extension number.

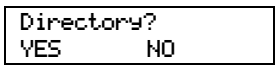


7 Enter a Class of Service from 1 to 16.
Press OK if the Class of Service chosen is a single digit

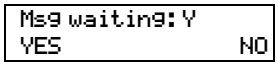


8 Enter the mailbox owner's last name, press [#] [#], enter the mailbox owner's first name or initial, and then press OK.
The name can be a maximum of 16 characters.

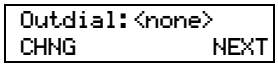
For information on entering names using the telephone dialpad, see "Using the dialpad" on page 18.



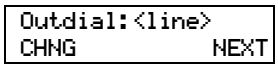
9 Press YES if you want the Subscriber's name to be included in the Company Directory.



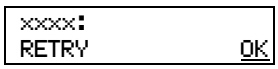
10 Press YES if you want the Subscriber to have Message Waiting Notification
or
press NO if you do not want the Subscriber to have Message Waiting Notification.
This screen does not appear if you are creating a Guest mailbox.



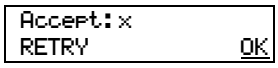
11 Press NEXT if you do not want to assign outdialing, and go to step 15
or
press CHNG.



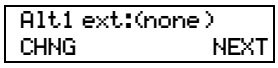
12 Press NEXT if you want to use a line
or
press CHNG if you want to use a line within a line pool, or a route.



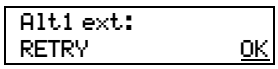
13 Enter the Line or Pool number and press OK.
The number of lines vary depending on the platform, switch capability, and configuration. Although line pools are labeled by a letter, such as A, B, or C, CallPilot accepts only numbers. If you enter a line pool use 1 for A, 2 for B, 3 for C, and so on.



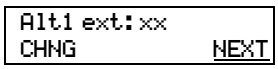
14 Press OK.



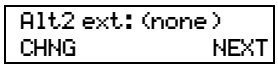
15 Press CHNG if you want to assign an Alternate extension
or
press NEXT if you do not want to assign an Alternate extension, and go to step 30.



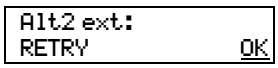
16 Enter the Alternate extension and press OK.



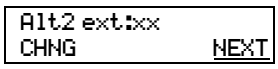
17 Press NEXT.



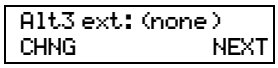
18 Press CHNG if you want to assign a second Alternate extension
or
press NEXT and go to step 30.
This display does not appear unless you assign an Alternate extension to the previous alternate extension.
You cannot assign the second Alternate extension until you assign the first Alternate extension.



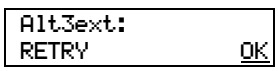
19 Enter the second Alternate extension and press OK.



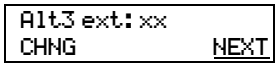
20 Press NEXT.



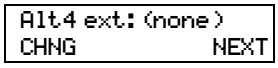
21 Press CHNG if you want to assign a third Alternate extension
or
press NEXT and go to step 30.
This display does not appear unless you assign an Alternate extension to the previous alternate extension.



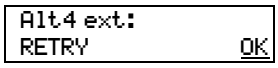
22 Enter the third Alternate extension and press OK.



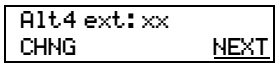
23 Press NEXT.



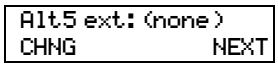
24 Press CHNG if you want to assign a fourth Alternate extension
or
press NEXT and go to step 30.
This display does not appear unless you assign an Alternate extension to the previous alternate extension.



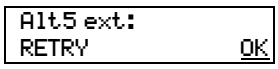
25 Enter the fourth Alternate extension and press OK.



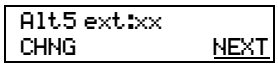
26 Press NEXT.



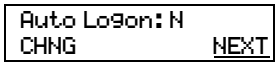
27 Press CHNG if you want to assign a fifth Alternate extension
or
press NEXT and go to step 30.
This display does not appear unless you assign an Alternate extension to the previous alternate extension.



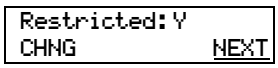
28 Enter the fifth Alternate extension and press OK.



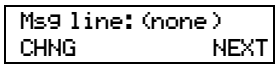
29 Press NEXT.



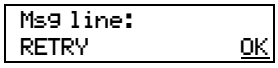
30 Press NEXT if you do not want to enable Auto-Login for the subscriber, and go to step 31
or
press CHNG and then press NEXT.



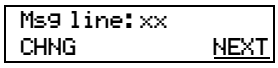
31 Press NEXT if you want to enable Mailbox Restrictions for the subscriber and go to step 32
or
press CHNG and then press NEXT.



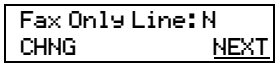
32 Press CHNG to assign an Express Messaging Line
or
press NEXT and go to step 36.



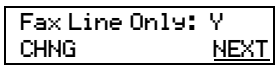
33 Enter an Express Messaging Line number between 1 and 500 and press OK.



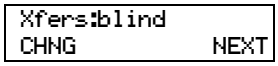
34 Press NEXT.



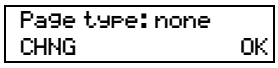
35 Press NEXT if you want the Express Messaging Line mailbox to accept both voice and fax messages, and go to step 36
This dialog does not appear in CallPilot 100/150.
or
if you want the Express Messaging Line mailbox to accept only fax messages, press CHNG.



36 Press NEXT if you want the Express Messaging Line to accept only fax messages and not voice messages.



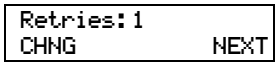
37 Press NEXT
or
press CHNG if you want to enable Call Screening.



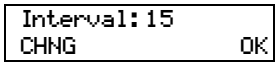
38 Press OK to accept the default page type of none,
or
press CHNG to choose how you want calls to be paged: in the internal zone (SETS), overhead paging (SPKR), or BOTH.

39 Press OK if you want paged calls to go to Zone 1
or
press CHNG and until you see the zone you want to assign (1, 2, 3, 4, 5, 6, all).

If you chose overhead paging (SPKR) in the previous step, this step does not appear.



40 Press NEXT if you want the page to be retried once
or
press CHNG and enter how many times you want the system to retry paging, from 0 - 5.



41 Press OK to accept the default retry interval of 15 seconds
or
press CHNG and enter the number of seconds between paging retries. The range is 5-300 seconds.

42 Press ☎ to end the session.

Adding a Guest mailbox

Assign all Guest mailboxes mailbox numbers that begin with the same digit. This helps you to identify the mailbox type.

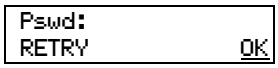
To add a Guest mailbox

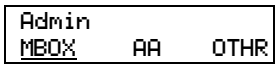
1 If you use CallPilot 100/150:
Press [Transfer] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

a Press [Transfer] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

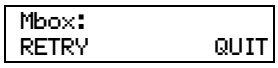
b Enter the user password, and press OK.





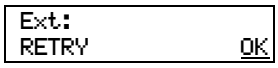
2 Press MBOX.

3 Press ADD.

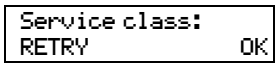


4 Enter the Guest Mailbox number.

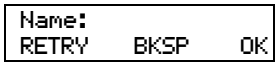
5 Press OK.



6 Press OK or [#].

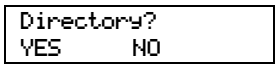


7 Enter a Class of Service from 1 to 16.

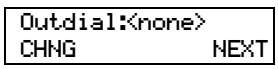


8 Enter the mailbox owner's last name, press [#] [#], enter the mailbox owner's first name or initial, and then press OK.

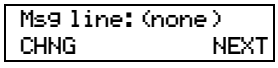
For information on entering names using the telephone dialpad, see "Using the dialpad" on page 18.



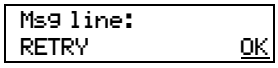
9 Press YES if you want to include the mailbox owner's name in the Company Directory.



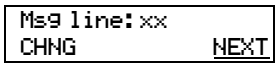
10 Press NEXT if you do not want to assign an outdial type
or
press CHNG to assign an outdial type.



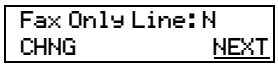
11 Press CHNG to assign an Express Messaging Line
or
press NEXT and go to step 16.



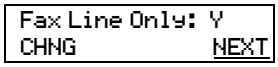
12 Enter an Express Messaging Line number between 1 and 500 and press OK.



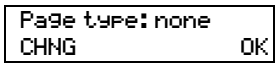
13 Press NEXT.



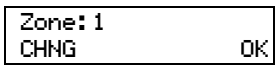
14 Press NEXT if you want the Express Messaging Line mailbox to accept both voice and fax messages, and go to step 16
This dialog does not appear in CallPilot 100/150.
or
if you want the Express Messaging Line mailbox to accept only fax messages, press CHNG.



15 Press NEXT if you want the Express Messaging Line to accept only fax messages and not voice messages.

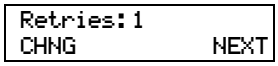


16 Press OK to accept the default page type of none,
or
press CHNG to choose how you want calls to be paged: in the internal zone (SETS), overhead paging (SPKR), or BOTH.

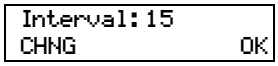


17 Press OK if you want paged calls to go to Zone 1
or
press CHNG and enter the Zone from 1 - 6 that you want paged in or press ALL.

If you chose overhead paging (SPKR) in the previous step, this step does not appear.



18 Press NEXT if you want the page to be retried once
or
press CHNG and enter how many times you want the system to retry paging, from 0 - 5.



19 Press OK to accept the default retry interval of 15 seconds
or
press CHNG and enter the number of seconds between paging retries. The range is 5-300 seconds.

20 To add another Guest Mailbox, repeat steps 3 through 19
or
press ☎ to end the session.

Adding an Information mailbox

Assign all Information mailboxes mailbox numbers that begin with the same digit. This helps you identify the mailbox type. Assign a Class of Service that has the maximum message length. To accommodate an average Information Mailbox recorded message, assign a Class of Service of either 7 or 8. These Classes of Service have a greeting length of 10 minutes.

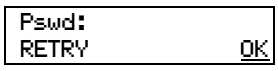
To add an Information mailbox

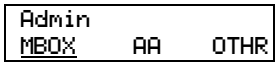
1 If you use CallPilot 100/150:
Press [ ] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

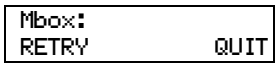
b Enter the user password, and press OK.





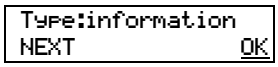
2 Press MBOX.

3 Press ADD.

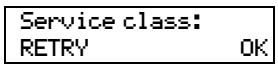


4 Enter the Information Mailbox number.

5 Press NEXT.

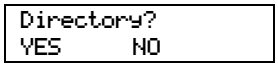


6 Press OK.



7 Enter a Class of Service from 1 to 16. A class of 7 or 8 is preferred.

8 Enter the mailbox name and press OK.
For information on entering names using the telephone dialpad, see "Using the dialpad" on page 18.



9 Press YES if you want to include the mailbox name in the Company Directory.

10 Repeat steps 3 through 10 to add another Information Mailbox
or
press ☎ to end the session.

Adding many mailboxes

You can save time by creating multiple mailboxes when you set up CallPilot for the first time, or when you need to add a large number of mailboxes to the system. Adding many mailboxes creates Subscriber mailboxes for the range of extensions that you define. You must use extensions that are not already assigned to mailboxes. You can add mailboxes only for the amount of working telephone numbers that have specific extensions on your system. You cannot add more mailboxes if you reach the maximum number of mailboxes or software authorization code limit for your system.

To make the most effective use of adding multiple mailboxes, identify people who need a non-standard Subscriber mailbox. Create these mailboxes individually. Use Add Many Mailboxes to add the remaining mailboxes.

The mailboxes you create using Add Many Mailboxes have these characteristics:

- the mailbox number is the same as the extension number
- Class of Service is the same for all mailboxes
- the Call Screening setting is the same for all mailboxes
- the mailbox name is taken from the extension names assigned on your system. If extension names are not programmed, the mailbox number is used
- the Message Waiting Notification property is the same for all mailboxes
- the Outdial route is the same for all mailboxes
- the Park and Page defaults are: page type = none, zone = 1, retries = 1, retry interval = 15
- the Display in Directory property is the same for all mailboxes

The mailboxes created are uninitialized and ready for initialization by mailbox owners.

A mailbox is not created if:

- a mailbox with the same number already exists
- the extension is used by another mailbox
- the extension is a CallPilot voice port
- there is not set connected to the extension
- the DN of the phone you are using to set up the mailbox is in the selected range

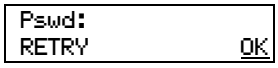
To add multiple mailboxes

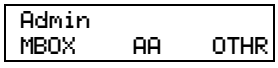
1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

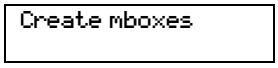
a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

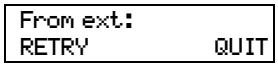




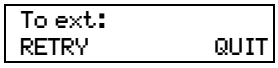
2 Press [6] [6].
This option does not appear as a display button option.



3 This display appears briefly.

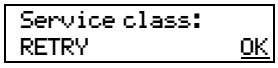


4 Enter the extension number to start creating mailboxes from.

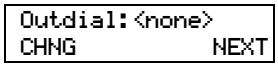


5 Enter the extension number to stop creating mailboxes at.

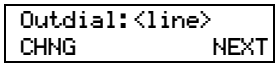
NOTE: If the DN of the telephone you are using to create mailboxes is in the selected range, the mailbox will not be created for that DN.



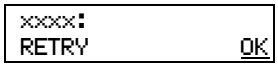
6 Enter a Class of Service from 1 to 16.



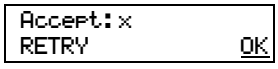
7 Press NEXT if you do not want to assign outdialing and go to step 11
or
press CHNG.



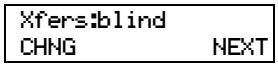
8 Press NEXT if you want to use a line
or
press CHNG if you want to use a line within a line pool.



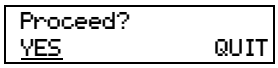
9 Enter the Line or Pool number and press OK.
Although line pools are labelled by a letter such as A, B or C, CallPilot accepts only numbers. If you enter a line pool use 1 for A, 2 for B, 3 for C, and so on.



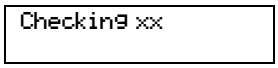
10 Press OK.



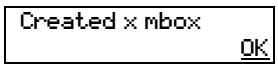
11 Press NEXT
or
press CHNG to enable Call Screening for the mailboxes.



12 Press YES.



13 The display shows the numbers of the mailboxes that are being created.



14 Press OK to end the session.

About mailbox passwords

Each mailbox is protected by a password established by the mailbox owner. When you add a mailbox to CallPilot Manager, the password 0000 is assigned. This is the default password.

To use a mailbox, a mailbox owner must change the default password. The new password must be four to eight digits in length and cannot start with a zero.

If a mailbox owner cannot remember the password, you can reset the password to the default password 0000. See "To change a mailbox" on page 52.

Warning: Change the System Administrator password frequently to minimize the risk of unauthorized activity.

Trivial passwords

Trivial password checking is intended to prevent unauthorized login to mailboxes. The feature does not allow a mailbox subscriber to have a password that is considered trivial. The trivial password checking feature can be turned OFF/ON through CallPilot Manager and F983.

The checking is done the first time each subscriber logs in to their mailbox after the feature is turned ON. This forces all users who have trivial passwords to change their passwords to non-trivial. After the initial login for each user, the trivial password checking is done every time the user changes the password.

The following are trivial passwords:

- password is identical to mail box number
- password number is composed of all the same digits, (for example, 1111, 2222)
- password number is composed of consecutive digits in increasing or decreasing order (for example, 1234, 43210)

Alphanumeric passwords entered in Call Pilot Manager are converted to numeric-only passwords before they are validated. For example, a Call Pilot Manager password ADIJM might not look trivial, but it is a trivial password when it is converted to numeric equivalent password 23456. Refer to "To enable Trivial Password Checking" on page 56.

Incorrect password lock-out

In its Class of Service each mailbox is assigned a maximum number of incorrect password attempts. CallPilot records the number of incorrect attempts from the last time the mailbox was accessed successfully. If the number is exceeded, the mailbox owner is locked-out. The mailbox cannot be opened until the password is reset. Refer to "To change a mailbox" on page 52.

Password expiry

In its Class of Service each mailbox is assigned the maximum number of days a password remains active. If the maximum number of days is exceeded, the mailbox password expires. The mailbox owner can open the mailbox, but cannot access messages or perform other mailbox functions until they change the password. This announcement plays when the mailbox is opened after the password expires:

"Your current password has expired. You must change your password. Please enter your new password and press #*."*

After the new password is entered the mailbox returns to normal operation.

Warning: Set the Class of Service for password expiry to a low value so that mailbox owners must changed their password frequently. A mailbox with a Class of Service with a high or indefinite password expiry interval setting is vulnerable to unauthorized access.

Changing a mailbox

After you add a mailbox, you can change the mailbox:

- password
- extension
- Class of Service
- display name
- appearance in the Company Directory
- Message Waiting Notification
- outdial route
- Alternate extension
- Auto-Login
- Express Messaging Line
- Call Screening
- Park and Page

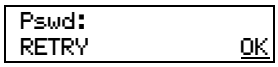
Note: Reset a password only if the mailbox owner forgets it or is “locked-out”. The password for a reset mailbox is 0000. Mailbox owners cannot access their messages until they change the default password. After you reset a mailbox password, tell the mailbox owner to change the default password as soon as possible. While the mailbox has the default password, the mailbox is vulnerable to unauthorized access.

To change a mailbox

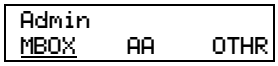
1 If you use CallPilot 100/150:
Press [ ] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

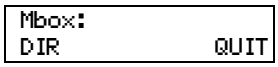


b Enter the user password, and press OK.

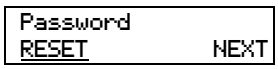


2 Press MBOX.

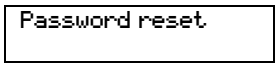
3 Press CHNG.



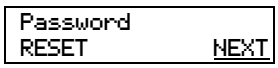
4 Enter the mailbox number or press DIR to use the Company Directory.



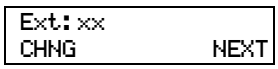
5 If you want to change the password, press RESET
or
press NEXT to change other mailbox settings, and go to step 8.



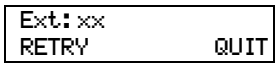
6 The password is reset.



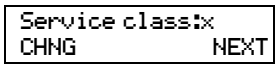
7 Press NEXT to change other mailbox settings
or
press [ ] to end the session.



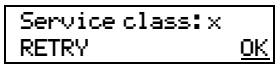
8 If you want to change the extension number, press CHNG
or
press NEXT and go to step 10.



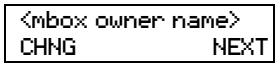
9 Enter the new extension number, and press NEXT.



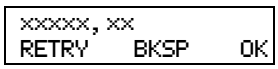
10 If you want to change the Class of Service, press CHNG
or
press NEXT and go to step 12.



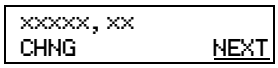
11 Enter a Class of Service from 1 to 16, and press NEXT.



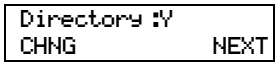
12 If you want to change the mailbox owner's display name, press CHNG
or
press NEXT, and go to step 15.



13 Enter the mailbox owner's last name, press # #, enter the mailbox owner's first name or initial, and then press OK.
For information on entering names using the telephone dialpad, see "Using the dialpad" on page 18.

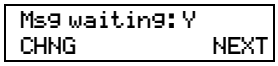


14 Press NEXT.

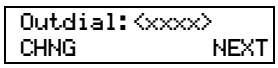


15 If you want to change whether the mailbox owner's name is included in the Company Directory, press CHNG
or
press NEXT and go to step 17.

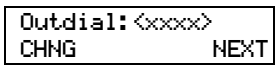
16 Press NEXT.



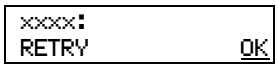
17 If you want to change message waiting notification for the mailbox, press CHNG
or
press NEXT.



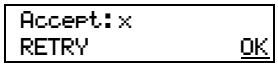
18 Press CHNG if you want to change the outdial method
or
press NEXT and go to step 22.



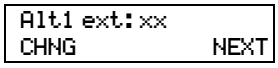
19 Press NEXT if you want to use the outdial method shown on the display
or
press CHNG if you want choose another outdial method.



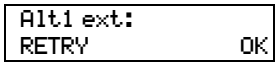
20 Enter the Line or Pool number and press OK.
Although line pools have a letter such as A, B, or C, CallPilot accepts only numbers. If you enter a line pool use 1 for A, 2 for B, 3 for C, and so on.



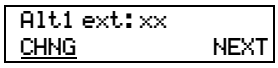
21 Press OK.
Steps 22 through 26 appear only if the mailbox has Alternate extensions. If not, go to step 27.



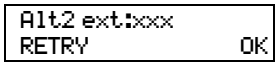
22 If you want to change or delete the first Alternate extension, press CHNG
or
if you want to change the second Alternate extension, press NEXT, and go to step 25.
NOTE: If you delete the primary alternate extension using [⌀] [9] [8] [3], the other alternate extensions are automatically deleted. To delete the primary extension, press CHNG and then press [#].



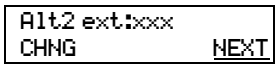
23 If you want to delete the first Alternate extension, press [#]
or
if you want to change the Alternate extension, enter the new extension number, and press OK.



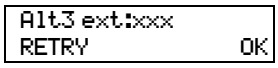
24 Press CHNG to change the second Alternate extension.



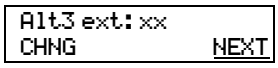
25 If you want to delete the second Alternate extension, press [#]
The display shows: Alt2 ext: (none)
or
if you want to change the second Alternate extension number enter the new extension number and press OK.
Alt2 ext appears only if Alternate extension 1 is assigned.



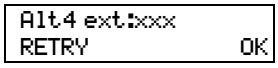
26 Press CHNG to change the third Alternate extension.



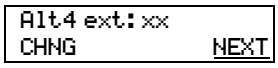
27 If you want to delete the third Alternate extension, press [#]
The display shows: Alt3 ext: (none)
or
if you want to change the third Alternate extension number, enter the new extension number, and press OK.
Alt3 ext appears only if Alternate extension 2 is assigned.



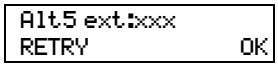
28 Press CHNG to change the fourth Alternate extension.



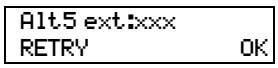
29 If you want to delete the fourth Alternate extension, press [#]
The display shows: Alt4 ext: (none)
or
if you want to change the fourth Alternate extension number, enter the new extension number, and press OK.
Alt4 ext appears only if Alternate extension 3 is assigned.



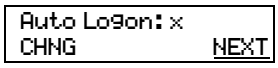
30 Press CHNG to change the fifth Alternate extension.



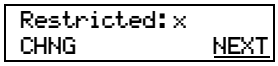
31 If you want to delete the fifth Alternate extension, press #
The display shows: `Alt5 ext: (none)`
or
if you want to change the fifth Alternate extension number, enter the new extension number, and press OK.
`Alt5 ext` appears only if Alternate extension 4 is assigned.



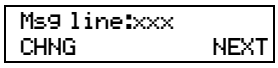
32 Press NEXT.



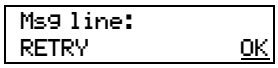
33 Press CHNG if you want to change the Auto-Login status for the subscriber
or
press NEXT.



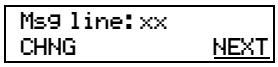
34 Press CHNG if you want to change the Mailbox Restrictions status for the subscriber
or
press NEXT.



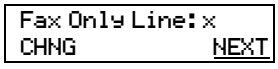
35 Press CHNG to change or assign an Express Messaging Line
or
press NEXT and go to step 32.



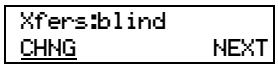
36 Enter an Express Messaging Line number between 1 and 500, and press OK.



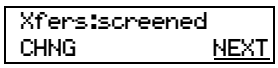
37 Press NEXT.



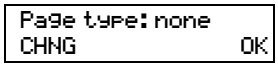
38 Press CHNG if you want to change the subscriber's settings:
- to N so that their Express Messaging Line mailbox accepts both fax and voice messages
- to Y so that their Express Messaging Line mailbox accepts only fax messages
or
press NEXT.



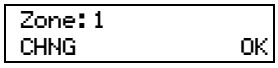
39 Press CHNG if you want to change the Call Screening status
or
press NEXT and go to step 34.



40 Press NEXT.

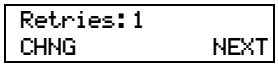


41 Press OK to accept the page type shown
or
press CHNG to change how you want calls to be paged: in the internal zone (SETS), overhead paging (SPKR), or BOTH.

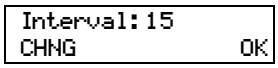


42 Press OK to accept the zone shown
or
press CHNG and enter the Zone from 1–6 that you want paged in or press ALL.

If you chose overhead paging (SPKR) in the previous step, this step does not appear.



43 Press NEXT to accept the page retries shown
or
press CHNG and enter how many times you want the system to retry paging, from 0–5.



44 Press OK to accept the retry interval shown
or
press CHNG and enter the number of seconds between paging retries. The range is 5–300 seconds.

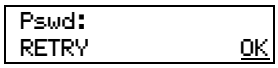
45 Press ☎ to end the session.

To enable Trivial Password Checking

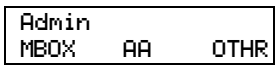
1 If you use CallPilot 100/150:
Press ✆ 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

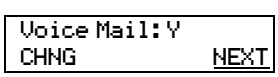
a Press ✆ 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.



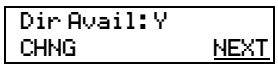
b Enter the user password, and press OK.



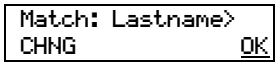
2 Press 4.
This option does not appear as a display button option.



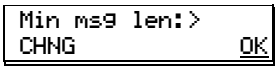
3 Press NEXT.



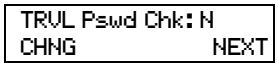
4 Press NEXT.



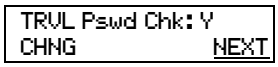
5 Press OK.



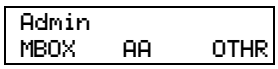
6 Press OK.



7 Press CHNG if you want to enable Trivial Password Checking (Default is No)
or
press NEXT if you do not want to enable Trivial Password Checking. Go to Step 9.



8 Press NEXT



9 Press ☎ to end the session.

Viewing or editing a Class of Service

For information on the Class of Service Settings, see "Mailbox Class of Service" on page 27.

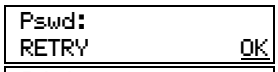
To edit a Class of Service

1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

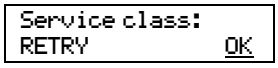
a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

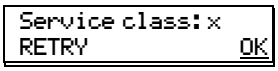


2 Press MBOX.

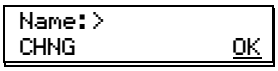
3 Press [1].
This option does not appear as a display button option.



4 Enter the Service class number you want to change and then press OK.
The number can be 1 to 16.

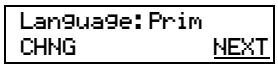


5 The displays shows the service class number. Press OK.

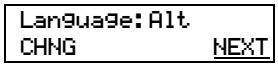


6 If you want to change the mailbox name, press CHNG.
If you do not want to change the name, press OK and go to step 8.

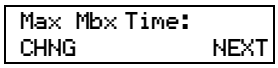
7 Enter the name and press OK.
The name can be a maximum of 16 alphanumeric characters and cannot contain blank spaces.



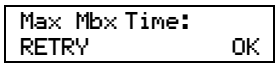
8 Press CHNG if you want to change the Primary language.
or
Press NEXT if you do not want to change the primary language.



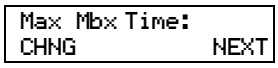
9 Press CHNG if you want to change the Alternate language.
or
Press NEXT if you do not want to change the Alternate language.



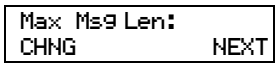
10 Press CHNG, if you want to change the maximum mailbox message time
or
press NEXT and go to step 12.



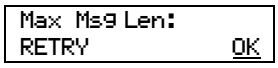
11 Enter a value from 1–180 minutes and press OK.



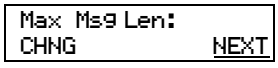
12 Press NEXT.



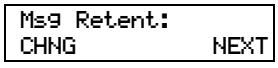
13 Press CHNG if you want to change the maximum mailbox message length
or
press NEXT and go to step 15.



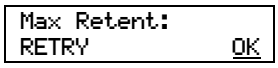
14 Enter a value from 1–60 minutes.
Press OK.



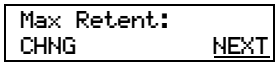
15 Press NEXT.



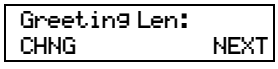
16 Press CHNG if you want to change the message retention period
or
press NEXT and go to step 18.



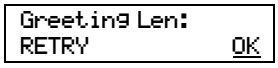
17 Enter a value from 1 to 365 days, or type 0 if you do not want purge messages.
Press OK.



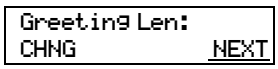
18 Press NEXT.



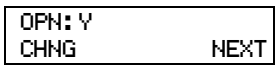
19 Press CHNG if you want to change the greeting length
or
press NEXT and go to step 21.



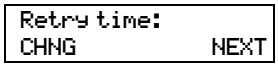
20 Enter a value from 1 to 30 minutes.
Press OK.



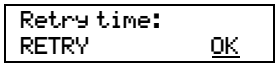
21 Press NEXT.



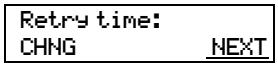
22 Press CHNG if you want to change the Off Premise Message Notification.
Press NEXT if you do not want to change the Off Premise Message Notification.



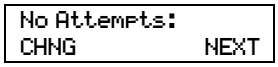
23 Press CHNG if you want to change the amount of time between retry intervals for message delivery
or
press NEXT and go to step 25.



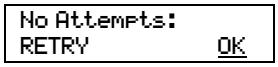
24 Enter a value of 1 to 120 minutes.
Press OK.



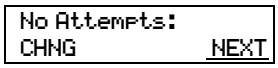
25 Press NEXT.



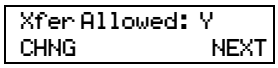
26 Press CHNG if you want to change the maximum number of attempts for message delivery
or
press NEXT and go to step 28.



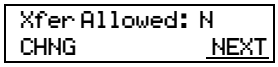
27 Enter a value of 1 to 20.
Press OK.



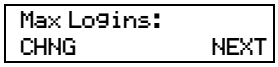
28 Press NEXT.



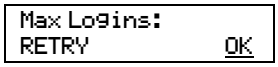
29 Press CHNG if you want to change the outbound transfer setting
or
press NEXT and go to step 30.



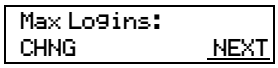
30 Press NEXT.



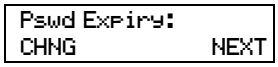
31 Press CHNG if you want to change the maximum number of incorrect password attempts
or
press NEXT and go to step 33.



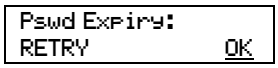
32 Enter a value of 1 to 20.
Press OK.



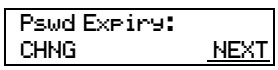
33 Press NEXT.



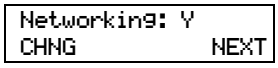
34 Press CHNG if you want to change the password expiry setting
or
press NEXT and go to step 36.



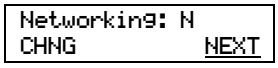
35 Enter a value of 1 to 365.
Press OK.



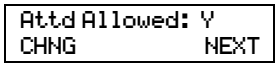
36 Press NEXT.



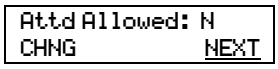
37 Press CHNG if you want to change the network setting
or
press NEXT and go to step 38.
This appears only if the Message Networking option is installed.



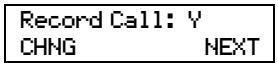
38 Press NEXT.



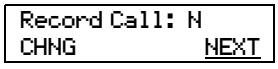
39 Press CHNG if you want to change the personal attendant setting
or
press NEXT and go to step 40.



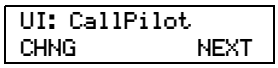
40 Press NEXT.



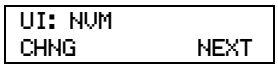
41 Press CHNG if you want to change the record call setting
or
press NEXT and go to step 42.



42 Press NEXT.



43 Press CHNG if you want to change the user interface from CallPilot to Norstar Voice Mail (NVM)
or
press NEXT and go to step 43.



44 Press ☎ to end the session.

Deleting a mailbox

Before you delete a mailbox, ensure the mailbox owner has listened to all their messages. When a mailbox is deleted, all messages stored in that mailbox are deleted and the mailbox is deleted automatically from the Company Directory and all Group Lists.

If you are deleting a mailbox associated with a CCR Tree, make sure you remove the mailbox from the CCR Tree first. If you do not remove the mailbox from the CCR Tree first, the message `Mbox in CCR` appears on your display.

You cannot delete a mailbox if:

- it is currently in use
- it is used in a CLID table or a CCR Tree
- it is the System Administrator or the General Delivery Mailbox

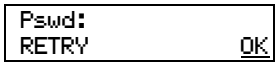
To delete a mailbox

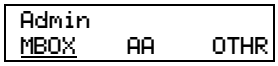
1 If you use CallPilot 100/150:
Press [ ] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

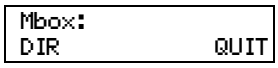
b Enter the user password, and press OK.





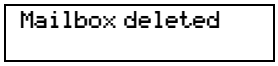
2 Press MBOX.

3 Press DEL.



4 Enter the number of the mailbox you want to delete
or
press DIR to use the Company Directory.

5 Press DEL.



6 This display appears briefly.

7 Press DEL to delete additional mailboxes
or
press [ ] to end the session.

About Group Lists

You can create a maximum of 99 Group Lists on your system. Each Group List can contain a maximum of 300 mailboxes. Before you add Group Lists, prepare a group mailbox member list. This list must contain:

- the Group List name – maximum 16 characters long
- the mailbox numbers to include in the group

After you create a Group List, you can change the mailboxes included in the list, record a new list name, view the Group List, or delete the Group List.

About Sending Group List messages

You can send a Group List message whenever you want to notify a group of people about an event or notice that pertains to them. When a subscriber sends a message to the Group List, the subscriber does not receive the message.

For instructions on how to send a Group List message to a Voice Group List, see the *CallPilot Reference Guide*.

About Group List Numbers

During system installation, a number from 0 to 9 (default 9) is assigned as the Group List leading digit. For example, the default Group List numbers are 901 to 999. If the leading digit is 5, the Group List numbers are 501 to 599. Group List numbers are three digits long.

You can change the Group List leading digit. For more information on changing the Group List leading digit, see "Group List leading digit" on page 167.

The Group List number acts like a mailbox number when you leave a message for the mailboxes in the Group List. The table below shows two sample Group Lists.

This table shows an example of two Group Lists

Group List number	Name	Mailbox number
901	Sales	224
		223
		233
902	Shipping	227
		221

Adding a Group List

You must initialize a mailbox before you can add it to a Group List. For information on how to initialize a mailbox, see "Initializing a mailbox" on page 35.

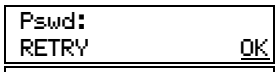
To add a Group List

1 If you use CallPilot 100/150:
Press [phone] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

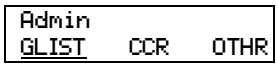
1 If you use a Business Communications Manager system:

a Press [phone] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

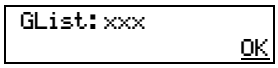


2 Press OTHR.



3 Press GLIST.

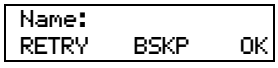
4 Press ADD.



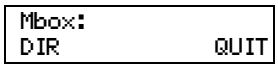
5 Press OK.
CallPilot assigns a Group List number automatically.

6 At the tone, record the Group List name, and press OK to end the recording.
This Group List name is played to any caller who leaves a message for the mailboxes using the group.

7 To listen to your recording, press PLAY
or
to accept the recording, press OK
or
to record the name again, press RETRY.

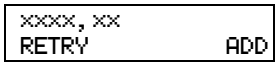


8 Enter the Group List name (maximum 16 characters), and press OK.



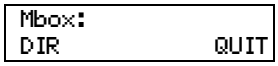
9 Enter the number of the first mailbox you want to include in the Group List.

If you do not know the number of the mailbox, press DIR to search the Company Directory.



10 Press ADD.

11 This display appears briefly.



12 To add additional mailboxes to the Group List, repeat steps 9 through 12
or
press [phone] to end the session.

Changing a Group List

At any time you can:

- change a Group List display name
- add, delete or view Group List members

You cannot change a Group List number. To change a Group List number, you must delete the Group List and add new member mailbox numbers as a new Group List. For more information, see "Adding a Group List" on page 65.

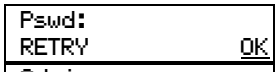
To change a Group List

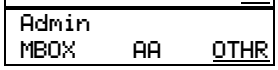
1 If you use CallPilot 100/150:
Press [phone] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

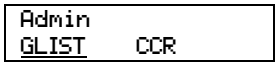
a Press [phone] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.



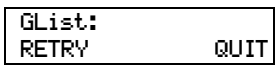


2 Press OTHR.

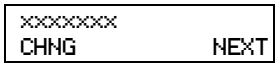


3 Press GLIST.

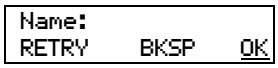
4 Press CHNG.



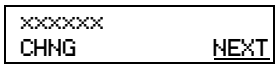
5 Enter the number of the Group List you want to change.



6 To change the Group List name, press CHNG.
or
press NEXT and go to step 9.

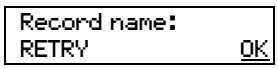


7 Enter the new Group List name and press OK.



8 Press NEXT.

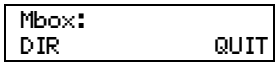
9 To change the recorded Group List name, press REC
or
press NEXT and go to step 12.



10 At the tone, record the new Group List name and press OK.

11 To listen to your recording, press PLAY
or
to accept the recording, press OK
or
to re-record the name, press RETRY.

12 Press ADD to add a mailbox number to the Group List
or
press DEL to delete a mailbox number from the Group List
or
press VIEW to view the members of the Group List.



13 Enter the number of the mailbox you want to add or delete.

14 After you complete the changes you want to make to the Group List, press ☎ to end the session.

Deleting a Group List

You can delete a Group List at any time. When you delete a Group List, the Group List number can be re-assigned by CallPilot the next time you add a Group List. Deleting a Group List does not delete any mailboxes from the CallPilot system.

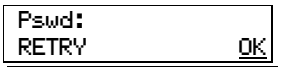
To delete a Group List

1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

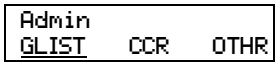
1 If you use a Business Communications Manager system:

a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

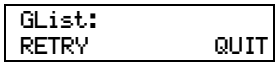


2 Press OTHR.

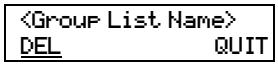


3 Press GLIST.

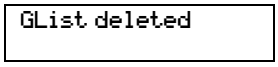
4 Press DEL.



5 Enter the number of the Group List you want to delete.



6 Press DEL.



7 This display appears briefly.

8 Press [☎] to end the session.

Fax mailboxes for Business Communications Manager

If you have a Business Communications Manager system, various Fax mailbox options are available. To enable each option, you must have a keycode.

- Fax Messaging keycode enables the use of Fax in Subscriber Mailboxes.
- Fax Overflow keycode enables Fax Overflow
- Fax On Demand keycode enables Fax On Demand
- Fax Suite keycode enables Fax Messaging, Fax Overflow, and Fax On Demand.

For more information about keycodes, see the *CallPilot Manager Set Up and Operation Guide*.

Adding a Fax Overflow mailbox

If you use a Business Communications Manager system, and you have either the Fax Overflow or Fax Suite keycode enabled, you can add a Fax Overflow mailbox.

A Fax Overflow mailbox is a mailbox for your fax machine. If the fax machine cannot answer the incoming fax call, the call is answered by CallPilot. The fax messages received are stored in the Fax Overflow mailbox. When the fax machine is ready to accept fax calls, the system sends the stored fax messages to the fax machine. Add a Fax Overflow mailbox for each fax machine connected to your system.

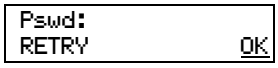
If the retry limit is reached for a fax message, it is automatically sent to the General Delivery mailbox. You can then open the General Delivery mailbox and forward the fax message to a fax machine on your system. You should check the General Delivery mailbox regularly.

You can set up Off-Premise Message Notification to notify you when a message is received in the General Delivery mailbox. For more information, see the *CallPilot Reference Guide*.

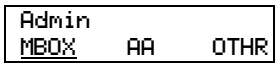
To add a Fax Overflow mailbox

1 If you use a Business Communications Manager system:

a Press [Menu] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

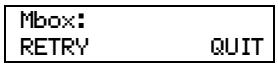


b Enter the user password, and press OK.



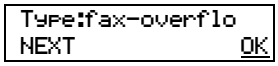
2 Press MBOX.

3 Press ADD.

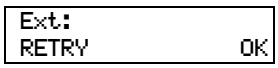


4 Enter the Fax Overflow mailbox number.

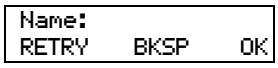
5 Press NEXT until you see the display in step 6.



6 Press OK.

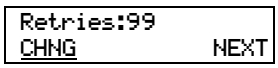


7 Enter the Fax Overflow mailbox extension number.

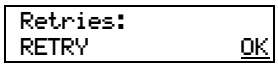


8 Enter the Fax Overflow mailbox name, and press OK.
The name can be a maximum of 16 characters.

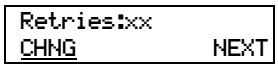
For information on entering names using the telephone dialpad, see "Using the dialpad" on page 18.



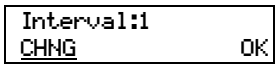
9 Press CHNG.



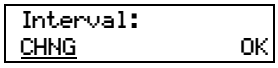
10 Enter the number of retries and press OK.
The default is 99, and the range is 1-99.



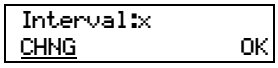
11 Press NEXT.



12 Press CHNG.



13 Enter the retry interval time, and press OK.
The default interval is one minute. This is a two-digit value.
The range is 1–60 minutes.



14 Press OK.
Repeat these steps for each Fax Overflow mailbox you want to add to your system.

15 Press ☎ to end the session.

Changing Fax Overflow mailbox parameters

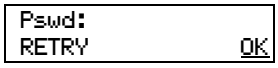
You can change any parameter assigned to the Fax Overflow mailbox except for the mailbox number. If you want to change a mailbox number, you must first delete the mailbox and then add the new Fax Overflow mailbox.

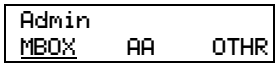
To change the parameters of a Fax Overflow mailbox

1 If you use a Business Communications Manager system:

a Press [⌂] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

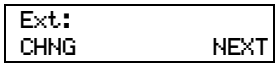




2 Press MBOX.

3 Press CHNG.

4 Enter the Fax Overflow mailbox number.

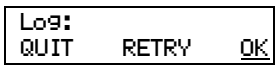


5 To select a parameter, press NEXT until the display shows the parameter you want to change. To change the parameter, press CHNG, and enter the new value.

6 Press [☎] to end the session.

Deleting a Fax Overflow mailbox

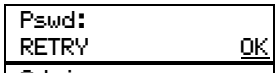
You can delete a Fax Overflow mailbox at any time. When you delete a Fax Overflow mailbox, an incoming fax transmission will receive a busy signal. Fax messages that were in the Fax Overflow mailbox before it was deleted are automatically printed.

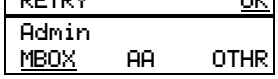


1 If you use a Business Communications Manager system:

a Press [⌂] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

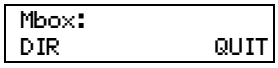
b Enter the user password, and press OK.





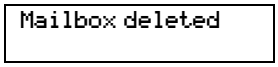
2 Press MBOX.

3 Press DEL.



4 Enter the number of the Fax Overflow mailbox you want to delete.

5 Press DEL.



6 This display appears briefly.

7 Press DEL to delete additional mailboxes
or
press ☎ to end the session.

Adding a Fax On Demand mailbox

If you use Business Communications Manager, and have either the Fax On Demand or Fax Suite keycode enabled, you can add a Fax On Demand mailbox.

About Fax On Demand mailboxes

With a Fax On Demand mailbox, external callers can retrieve fax messages from your system. To set up a Fax On Demand mailbox, you must:

1. Add a Fax On Demand mailbox.
2. From your set, initialize the Fax On Demand mailbox.
3. Record a greeting for the Fax On Demand mailbox.
4. From your set, choose the one-call or two-call method, and the maximum number of faxes that callers can request.
5. From a fax machine telephone, add fax messages to the Fax On Demand mailbox.
6. From your set, record a Fax On Demand mailbox greeting that lists the faxes available and tells callers how to retrieve them.

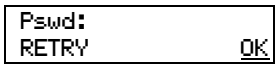
You can include a Fax On Demand mailbox in a CCR tree. With CCR, callers can select options to direct their own calls. For more information about CCR, see "Custom Call Routing" on page 105.

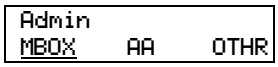
To add a Fax On Demand mailbox

1 If you use a Business Communications Manager system:

a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

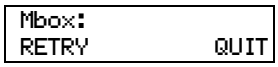
b Enter the user password, and press OK.





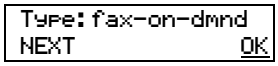
2 Press MBOX.

3 Press ADD.

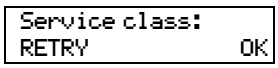


4 Enter the Fax On Demand mailbox number.

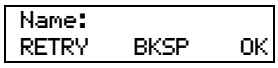
5 Press NEXT until you see the display in step 6.



6 Press OK.

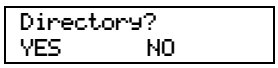


7 Enter a Class of Service from 1 to 16.

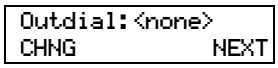


8 Enter the Fax On Demand mailbox name and press OK.
The name can be a maximum of 16 characters.

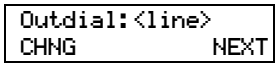
For information on entering names using the telephone dialpad, see "Using the dialpad" on page 18.



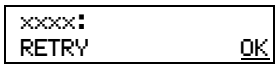
9 Press YES if you want the mailbox name to be included in the Company Directory.



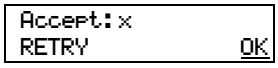
10 Press NEXT if you do not want to assign outdialing and go to step 14
or
press CHNG.



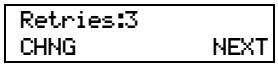
11 Press NEXT if you want to use a line
or
press CHNG if you want to use a line within a line pool or a route.



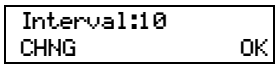
12 Enter the Line or Pool number and press OK.
Line numbers must be between 1 and 500.
Although line pools are labelled by a letter such as A, B or C, CallPilot accepts only numbers. If you enter a line pool use 1 for A, 2 for B, 3 for C, and so on.



13 Press OK.



14 Press NEXT if you want to accept the default of three retries
or
press CHNG and enter a number from 1-99.



15 Press OK if you want to accept the default retry interval of 10 minutes
or
press CHNG and enter a number from 01-60.
The retry interval is a two-digit value.

16 Repeat steps 3-15 for each Fax On Demand mailbox you want to add
or
press ☎ to end the session.

Before you can use a Fax On Demand mailbox, you must initialize it. For information on how to initialize a mailbox, see "Initializing a mailbox" on page 35.

Recording a Fax On Demand mailbox greeting

You must record a greeting for each Fax On Demand mailbox. This greeting plays to callers who access the Fax On Demand mailbox. The maximum length of this greeting is designated by the Class of Service.

Before you record the Fax On Demand mailbox greeting, prepare a greeting for each Fax On Demand mailbox. In your greeting describe the documents available and tell callers how to retrieve them. If you use an alternate language on your system, record the Fax On Demand mailbox greeting in the alternate language.

An example of a greeting for a one-call method Fax On Demand mailbox is:

"Hello. You have reached Paddy's Dance Studio fax information hotline. If you are calling from a fax machine telephone, you can receive information on class schedules and prices, registration forms and upcoming special events. To receive class schedules and prices, press 1. *To receive registration forms, press* 2. *To receive information about upcoming special events, press* 3. *After you have entered the required numbers, press Start on your fax machine."*

An example of a greeting for a two-call method Fax On Demand mailbox is:

"*Hello. You have reached Paddy's Dance Studio fax hotline. You can receive information on class schedules and prices, registration forms and upcoming special events. To receive class schedules and prices, select document 1. To receive registration forms, select document 2. To receive information about upcoming special events, select document 3. Enter the telephone number of the fax machine you wish to have the faxes sent to. If you are calling from outside the 403 area code, include your area code*."

To record a Fax On Demand greeting

1 Press [Transfer] [9] [8] [1].
Follow the voice prompts or the display button options to open the Fax On Demand mailbox.

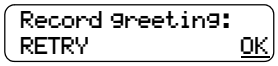
2 If you use the CallPilot interface:

- Press [8] [2] to open the Greetings Options menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press ADMIN or [8]
- Press GREET or [2]
- Go to step 3

3 Press REC or [1].



4 Press OK or [#] to end the recording.

5 Press OK or [#] to accept the recording
or
press PLAY or [1] to listen to the greeting
or
press RETRY or [2] to rerecord the greeting.

6 To record an alternate Fax On Demand mailbox greeting, press NEXT or [3] and follow the instructions that appear on the display. If the bilingual option is not enabled on the system, the alternate greeting cannot be recorded.

7 Press [End] to end the session.

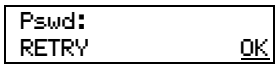
Changing the parameters of a Fax On Demand mailbox

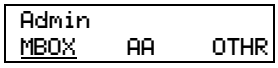
You can change any parameter assigned to the Fax On Demand mailbox except for the mailbox number. If you want to change a mailbox number, you must first delete the mailbox and then add the new Fax On Demand mailbox.

1 If you use a Business Communications Manager system:

a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

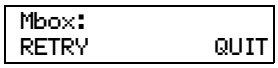
b Enter the user password, and press OK.



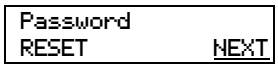


2 Press MBOX.

3 Press CHNG.



4 Enter the Fax On Demand mailbox number.



5 Press NEXT until the display shows the parameter you want to change. Then press CHNG and enter the new parameter.

6 Press [☎] to end the session.

Choosing a Fax On Demand call method

For each Fax On Demand mailbox you must choose whether the call method is the one-call method or the two-call method.

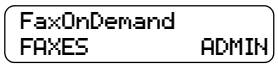
One-call method	• the fax message transmits during the original call • the caller must use the telephone at a fax machine to call the Fax On Demand mailbox • the caller pays for any long distance charges that are incurred
Two-call method	• the caller provides the fax telephone number that the fax is delivered to • the caller can call from any touchtone telephone • the fax can be sent to any fax machine • the fax message transmits in the second call, which is made by CallPilot • the owner pays for any long distance charges that are incurred

Setting how many fax messages callers can request

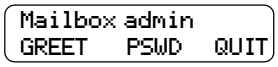
Each Fax On Demand mailbox contains fax messages that a caller can request. You must set how many messages callers can request. Callers can request up to eight fax messages.

To choose a call method and the number of fax messages

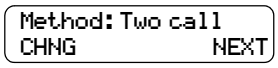
1 Press [Menu] [9] [8] [1].
Follow the voice prompts or the display button options to open the Fax On Demand mailbox.



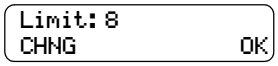
2 Press ADMIN or [8].



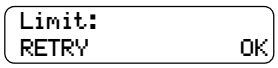
3 Press [5].



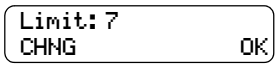
4 Press CHNG or [1] to choose the one-call method.
In this display, Two call represents the current call method. The two-call method is the default call method. If the current call method is correct, press NEXT or [#].



5 Press CHNG or [1] and enter the number of faxes a caller can request. The maximum is eight.



6 Press OK or [#].



7 Press OK or [#] again to accept the number of faxes a caller can request. In this example, the limit is changed to 7.

8 Press [End] to end the programming session.

Adding a fax message to a Fax On Demand mailbox

You add fax messages to a Fax On Demand mailbox from a fax machine telephone.

If you use the Unified Messaging option, you can use Unified Messaging to add fax messages to a Fax On Demand mailbox. For information about creating and sending fax messages in Unified Messaging, see the *Unified Messaging Configuration Guide* and Mailbox Manager online help.

You must enter a selection identification number when you add a fax message from a fax machine telephone to a Fax On Demand mailbox. The selection identification number is used by callers to select the document they want to retrieve.

Immediately after you add or update a fax message in the Fax On Demand mailbox, verify that the fax message is received and is ready for customer use. To verify the message is ready, access the Fax On Demand mailbox and print the new or updated fax messages.

To add a fax message to a Fax On Demand mailbox

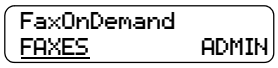
1. Place the fax in the fax machine.
2. From the system fax machine telephone, call the voice mail DN.
   If you do not know the voice mail DN, on a display set press [Conf] [9] [8] [5].
3. Log on to the Fax On Demand mailbox:
   - If you use the Norstar Voice Mail interface and the fax machine telephone does not have a mailbox, enter the Fax On Demand mailbox number and password and press [#]
   - If you use the Norstar Voice Mail interface and the fax machine telephone has a mailbox, press [*], enter the Fax On Demand mailbox number and password, and press [#]
   - If you use the CallPilot interface, enter the Fax On Demand mailbox number and press [#], then enter the Fax On Demand mailbox password, and press [#]
4. Press [1].
5. Press [1] again to add a fax message.
6. Enter the Fax On Demand selection identification number. The Fax On Demand selection identification number must be a unique number that is a maximum of eight digits. The number cannot start with 0 or 9.
7. Press [#].
8. Press START/SEND on your fax machine when you are prompted to.
   The session ends when the transmission is complete.

Deleting a fax from a Fax On Demand mailbox

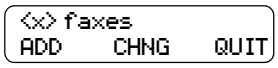
You can change or view a fax selection number using a telephone. If you delete a fax selection number, the fax message associated with the fax selection number is deleted from the Fax On Demand mailbox.

To delete a fax from a Fax On Demand mailbox

1 Press [phone] 9 8 1.
Follow the voice prompts or the display button options to open the Fax On Demand mailbox.



2 Press FAXES or 1.



3 Press CHNG or 2.

4 If you want to view the fax selection numbers, press NEXT or #.
If you know the number of the fax message you want to view enter it now
or
if you want to delete the fax message associated with the fax selection number shown, press DEL or 7.

To update a fax message, you must use a fax machine telephone. For information about loading or updating fax messages, see "Adding a fax message to a Fax On Demand mailbox" on page 80 or "Deleting a fax from a Fax On Demand mailbox" on page 81.

5 Press [end] to end this programming session.

Adding a Fax On Demand mailbox to a CCR Tree

To make a Fax On Demand mailbox accessible from a Custom Call Routing (CCR) Tree, add a Mailbox node to a CCR Tree. Assign to the Mailbox node the mailbox number of the Fax On Demand mailbox. This mailbox gives callers single-digit access to a Fax On Demand mailbox.

For more information on CCR Trees, see the "Custom Call Routing" on page 105 and "Working with CCR Trees" on page 111.

Chapter 4
Setting up the Auto Attendant

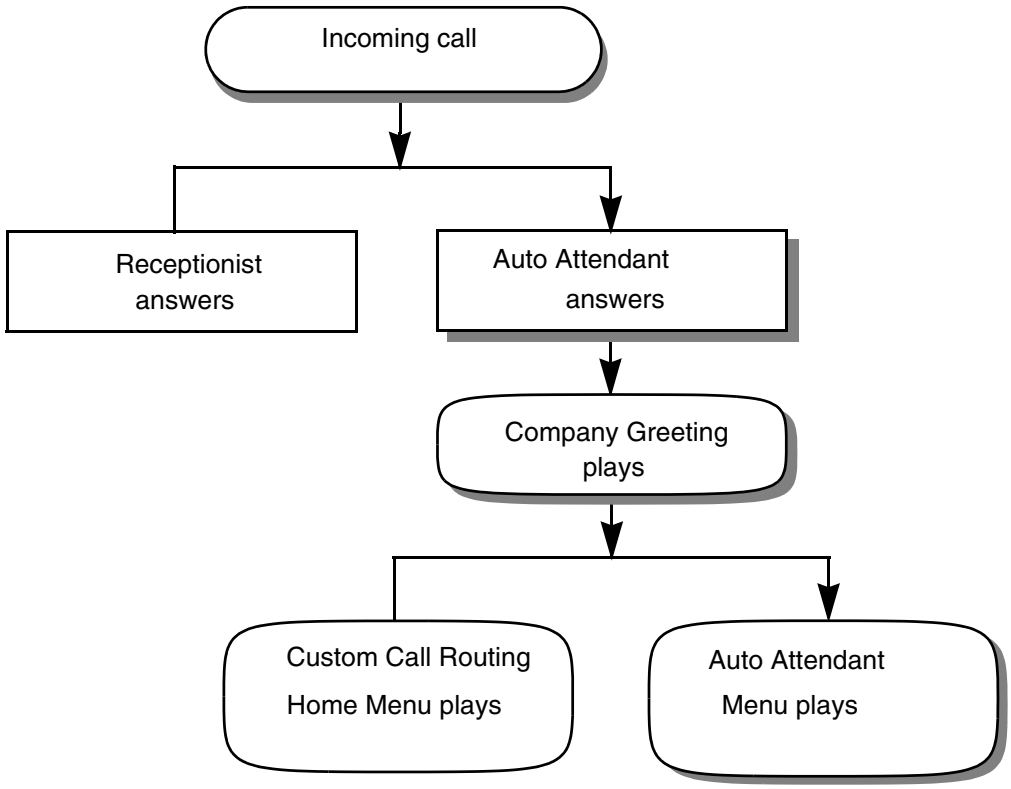
About the Auto Attendant

The Auto Attendant answers your company's incoming phone lines with a prerecorded greeting selected from the Greeting Table, according to the time of day.

You can record and assign different greetings to the Greeting Table. You can specify which greetings play for particular lines. For example, you can program the system so that callers hear one greeting when they call the sales line, and a different greeting when they call the customer support line.

After the greeting, the Auto Attendant Menu offers a range of options that callers can select using the dialpad of their phone. If you want to offer a greater range of options and services for incoming calls, you can assign a Custom Call Routing (CCR) menu to play instead of the Auto Attendant Menu. See "Planning and designing a CCR Tree" on page 107 for information on creating a CCR menu.

Auto Attendant answering overview



Greeting Tables

Greeting Tables store the recordings played by the Auto Attendant to incoming callers. Business Communications Manager (BCM) has ninety-nine Greeting Tables. CallPilot100/150 has four Greeting Tables.

You can record a total of 250 Company Greetings with a BCM and 100 Company Greetings with CallPilot 100/150. You can assign only four greetings to a Greeting Table at any one time. You can assign the same four greetings to each table, or you can assign unique greetings for each table.

This table shows an example of how you can assign Greetings.

Greeting Type	Table 1	Table 2	Table 3	Table 4
Morning	Greeting 1	Greeting 5	Greeting 9	Greeting 13
Afternoon	Greeting 2	Greeting 6	Greeting 10	Greeting 14
Evening	Greeting 3	Greeting 7	Greeting 11	Greeting 15
Non-business	Greeting 4	Greeting 8	Greeting 12	Greeting 16
Morning	Greeting 17	Greeting 21	Greeting 25	Greeting 29
Afternoon	Greeting 18	Greeting 22	Greeting 26	Greeting 30
Evening	Greeting 19	Greeting 23	Greeting 27	Greeting 31
Non-business	Greeting 20	Greeting 24	Greeting 28	Greeting 32

Nortel recommends using greetings 1 through 16 as your daily business greetings, and greetings 17 through 250 as special greetings.

Each Greeting Table is divided into four times of day.

This table shows the default times of day.

Greeting Type	Default start times
Morning	12:00 am
Afternoon	12:00 pm
Evening	6:00 pm
Non-business	6:00 pm If default hours are used, the Evening Greeting is not played. The Non-business Greeting can be turned on and off using the Business Status feature.

Greeting Tables using the alternate language

If you use primary and alternate languages, we recommend that you assign one Greeting Table to the alternate language. For example, if your company has two incoming lines and you want to have one line assigned to the alternate language, assign the line to the Greeting Table that has greetings recorded in the alternate language. You can record greetings 5, 6, 7 and 8 in the alternate language and assign the greetings to Greeting Table 2 for line 2.

About Company Greetings

Before you record your Company Greetings, decide what type of greetings you want to use for the incoming phone lines, and what you want the greetings to say. There are four greeting times that reflect the Morning, Afternoon, Evening and Non-business hours. You can prepare four greetings, or you can use the same greeting for each time of day. As you record the greetings, number them from 1 to 4. An example greetings for each time of day:

1. Morning Greeting: *"Good morning. You have reached Touchstone Marketing*."
2. Afternoon Greeting: *"Good afternoon. You have reached Touchstone Marketing*."
3. Evening Greeting: "*Good evening. You have reached Touchstone Marketing*."
4. Non-business Greeting: "*You have reached Touchstone Marketing. Our business hours are Monday to Friday from 8:00 a.m. to 5:00 p.m. Please stay on the line and leave a message. Thank you for calling*."

Greetings 1 through 4 are assigned by default to all Greeting Tables. This means that Greeting 1 plays as the Morning Greeting for Greeting Table 1, 2, 3 and 4.

If you use only one Greeting Table, the numbered greetings you record from 1 to 4 play automatically. You do not have to assign Greetings 1 to 4 to the table, but you must select the language preference.

If you use a Primary and Alternate Language, record the option 9 instruction in both languages. For example, if you use English as your Primary Language and French as your Alternate Language, your main greeting can be in English and the option 9 instruction can be in French. For example:

"*Good morning. This is Touchstone Marketing. To use our voice messaging service in French, please press* 9 *.*"

Since the default Auto Attendant Menu prompt does not announce an Alternate Language option, in your greeting you must tell callers to press 9 to use the Alternate Language.

Company Greetings can be 0 to 10 minutes in duration. If you need to change the greeting duration, you must change the Class of Service assigned to the System Administrator Mailbox. For information on how to change the setting, see "Changing a mailbox" on page 51.

After you decide what you want your greetings to say, practice recording them. Remember to speak slowly and clearly at a pace that is easy to understand.

Recording a Greeting

Do not use Handsfree to record your company Greetings.
Speak directly into the phone handset.

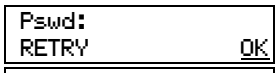
To record a company Greeting

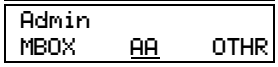
1 If you use CallPilot 100/150:
Press [transfer] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

a Press [transfer] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

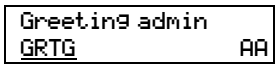
b Enter the user password, and press OK.



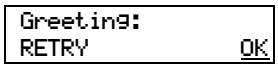


2 Press AA.

3 Press GRTG.

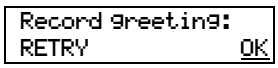


4 Press GRTG.



5 Enter the number of the Greeting you want to record, and press OK.
Refer to page 84 to see the number of available greetings for your system.

6 Press REC. At the tone, record your greeting.
Do not hang up the handset when you are finished recording.



7 Press OK to end your recording.

8 To listen to the greeting, press PLAY
or
to accept the recording, press OK
or
to re-record the greeting, press RETRY.

Repeat steps 3 through 8 if you want to record another greeting.

9 Press ☎ to end the session.

Setting up a Greeting Table

To set up a Greeting Table you:

- can record a Custom prompt if you want to replace the Auto Attendant Menu
- assign Greetings for each time of day to the Greeting Tables
- assign a language preference if you use bilingual operation
- assign a Greeting Table Attendant
- assign a CCR Tree
- set your company's Business Hours

Note: You must build a CCR Tree before you can assign it to a Greeting Table. For information on building a CCR Tree, see "Building a CCR Tree" on page 111.

Custom prompts	You can record a Custom prompt to replace the Auto Attendant Menu prompt. We recommend that you record prompts that are at least eight seconds long. In the Custom prompt you can provide the caller with a list of options such as choosing the alternate language, accessing the Company Directory and reaching an operator. You can record a Primary and an Alternate Custom prompt for each Greeting Table.
Greeting	For each Greeting Table you can assign what Greeting plays for each time of day.
Language preference	You can set the language preference for each Greeting Table. This setting determines which language the Auto Attendant uses when answering incoming calls. If the CallPilot bilingual option is not enabled, you cannot set up a language preference.
Greeting table attendant	A Greeting Table Attendant overrides the designated Operator. If the Attendant does not answer, the call goes to the destination mailbox, or the General Delivery Mailbox if not destination mailbox is assigned.
CCR Tree	For each Greeting Table you can assign a CCR Tree for each time of day. Assigning a CCR Tree to a Greeting Table is optional. You must build a CCR Tree before you can assign it to a Greeting Table. If you do not assign a CCR Tree to a Greeting Table the caller hears the greeting you assign and then hears the Auto Attendant menu. If you assign a CCR Tree to a Greeting Table the caller hears the greeting you assign and then hears the CCR Tree menu.
Business hours	Setting the Business Hours determines when each greeting is played for each Greeting Table. Business Hours are divided into Morning, Afternoon, Evening, and Non-business categories for each of the seven days of the week for each Greeting Table. To set up the days when your business is not open, set all the start times to 12:00 a.m. This ensures that the Non-business greeting plays throughout the day. The Non-business greeting can also be turned on and off using the Business Status feature. When the Business Status is set to Off, the Non-business greeting continues to play until you set the Business Status to On.

Auto Attendant Time of Day Blocking	Callers can search the Company Directory for a name, or enter an extension number, to direct their calls. The call rings at the appropriate telephone. You can send calls to the appropriate mailbox instead, depending on time of day. If you use Time of Day Blocking, when a caller dials an extension or name, the call goes to the corresponding mailbox. If no initialized mailbox exists for the extension the caller hears "The person you have called is not available" followed by the CCR menu voice prompt. If a fax machine calls the Automated Attendant or CCR tree at a time of day when you have enabled Time of Day Blocking, the call is transferred to the fax extension.
Menu Repeat key	Callers can press a digit that lets them repeat the current menu prompt. The Menu Repeat key takes priority over any CCR Tree or Auto Attendant menu items that are already configured, and applies to all CCR Trees and Auto Attendant menus in the Greeting Table. If you enter 0 as the Menu Repeat key, callers hear the previous menu and cannot access the Auto Attendant or a CCR Tree menu.

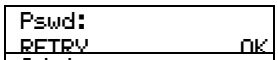
To set up a Greeting Table

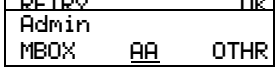
1 If you use CallPilot 100/150:
Press [ ] 9 8 3 .
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

a Press [ ] 9 8 3 .
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

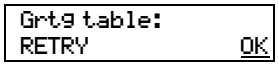
b Enter the user password, and press OK.



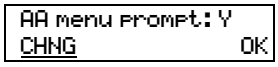


2 Press AA.

3 Press TABLE.

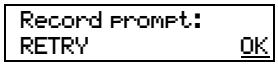


4 Enter a Greeting Table number from 1 to 4 and press OK.



5 Press CHNG.

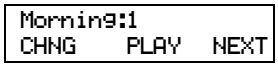
6 Press REC.
At the tone, record your primary Custom prompt. Speak slowly and clearly, at a pace that is easy to understand.



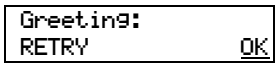
7 Press OK.

8 To accept the recording, press OK
or
to re-record the prompt press, RETRY.

9 Press OK.



10 Press CHNG to assign a new greeting number to this Greeting Table
or
press NEXT to go to step 13, the afternoon greeting.

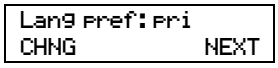


11 Enter a greeting number and press OK.
Refer to page 84 for the number of greetings available for your system.

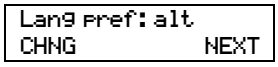
12 Press NEXT.

13 To continue assigning the Afternoon, Evening and Non-business Greetings to the Greeting Table, repeat steps 10 through 12
or
if you are finished assigning Greetings, press NEXT until you see the display in step 14 that you can assign a language preference from.

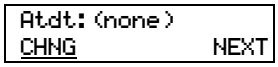
If you do not have the bilingual option enabled, the steps for setting a language preference are not available and you go to step 16.



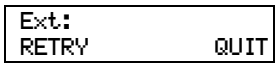
14 If you want to change the language preference for the Greeting Table, press CHNG
or
if you do not want to change the language preference press NEXT.



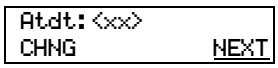
15 Press NEXT.



16 Press CHNG.

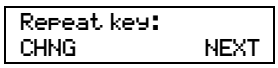


17 Enter the extension of the Greeting Table Attendant.

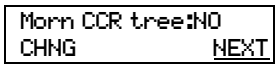


18 Press NEXT.

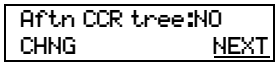
To return the Greeting Table Attendant back to none after an extension has been entered, you must press CHNG and then #.



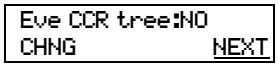
19 If you do not want callers to be able to repeat the previous menu, press NEXT
or
press CHNG and enter the digit that callers can press to repeat the current menu prompt. If you enter 0 as the Menu Repeat Key, callers hear the previous menu and cannot access the Auto-Attendant or a CCR Tree menu.



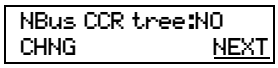
20 Press NEXT.
You must build a CCR Tree before you can assign it to a Greeting Table. For more information, see "Building a CCR Tree" on page 111.



21 Press NEXT.



22 Press NEXT.



23 Press NEXT.

```
Mor DN Disable: N
CHNG            NEXT
```

24 If you want to use Auto Attendant Time of Day Blocking for the morning hours, press CHNG
or
if you do not want blocking for the morning hours, press NEXT.

```
Aft DN Disable: N
CHNG            NEXT
```

25 If you want to use Auto Attendant Time of Day Blocking for the afternoon hours, press CHNG
or
if you do not want blocking for the morning hours, press NEXT.

```
Eve DN Disable: N
CHNG            NEXT
```

26 If you want to use Auto Attendant Time of Day Blocking for the evening hours, press CHNG
or
if you do not want blocking for the morning hours, press NEXT.

```
NBU DN Disable: N
CHNG            NEXT
```

27 If you want to use Auto Attendant Time of Day Blocking for the non-business hours, press CHNG
or
if you do not want blocking for the morning hours, press NEXT.

```
Mo morn:12:00 am
CHNG    DAY     NEXT
```

28 Press CHNG
or
press DAY to change the display to the morning of the next day.

```
Enter hhmm:
RETRY    AM      PM
```

29 Enter the Monday Morning start time and press AM or PM.
This is a four-digit field. Any single-digit hour must be preceded by a zero.

```
Mo morn:<8:00>am
CHNG    DAY     NEXT
```

30 Press NEXT.

```
Mo aftn: 12:00 pm
CHNG    DAY     NEXT
```

31 Press CHNG.

```
Enter hhmm:<1201>
RETRY    AM      PM
```

32 Enter the Monday Afternoon start time and press AM or PM.

```
Mon aft: 12:01 pm
CHNG    DAY     NEXT
```

33 Press NEXT.

```
Mo eve:<06:00>pm
CHNG    DAY     NEXT
```

34 Press CHNG.

```
Enter hhmm:<0601>
RETRY    AM      PM
```

35 Enter the Monday Evening start time and press AM or PM.

```
Mo eve: <0601>pm
CHNG    DAY     NEXT
```

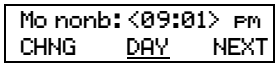
36 Press NEXT.

```
Mo nonb: <600> pm
CHNG    DAY     NEXT
```

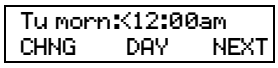
37 Press CHNG.

```
Enter hhmm:<0901>
RETRY    AM      PM
```

38 Enter the Non-business start time and press AM or PM.



39 Press DAY.



40 Repeat steps 23 through 34 for each day of the week.

41 Press * to return to the Auto Atdt Admin display and continue setting up Greeting Tables
or
press ☎ to end the session.

Configuring line answering

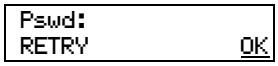
CallPilot can answer all of your incoming lines, or just the lines you specify. Before CallPilot can answer an incoming line, you must assign the line and set the Answer status to Yes. For information on the Answer status see, "Setting the Business Status" on page 162. Each line you add is answered by Greeting Table 1, unless you specify another table.

To configure how a line is answered

1 If you use CallPilot 100/150:
Press [phone] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

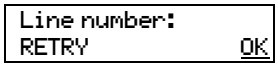
a Press [phone] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *Business Communications Administration Guide*.



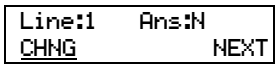
b Enter the user password, and press OK.

2 Press AA.

3 Press LINES.

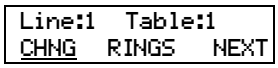


4 Enter the number of the line you want to configure and press OK.

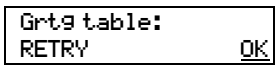


5 Press CHNG to toggle the Answer status from N to AA.

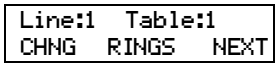
6 Press TABLE.



7 Press CHNG.



8 Enter a Greeting Table number, and press OK.
Refer to page 84 to see the number of greeting tables available for your system.



9 If you want to continue adding lines, press NEXT and repeat steps 5 to 9
or
press [phone] to end the session.

Changing line configuration

You can view or change the answer status of any line that is added to CallPilot.

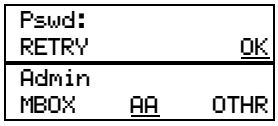
To change or view how a line is answered

1 If you use CallPilot 100/150:
Press [Transfer] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

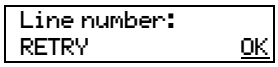
a Press [Transfer] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

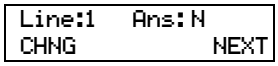


2 Press AA.

3 Press LINES.



4 Enter the line number and press OK.



5 Use NEXT and CHNG to view the assigned lines or change the answer status.

You can press * to return to step 4 and select a line number without having to go through the entire list.

6 When you are finished viewing and changing lines press [End] to end the session.

Assigning the number of rings before CallPilot answers

You can assign the system to answer incoming calls after a specified number of rings. The number of rings ranges from 0 to 12. If you leave the number of rings at zero, the system answers immediately.

For lines equipped with Calling Line Identification (CLID), you must set the number of rings to two or more if you use analog lines. CLID is not provided until just prior to the second ring, so assigning the number of rings to 0 or 1 prevents CLID from being relayed. You do not have to set the number of rings to two or more for CLID if you use BRI/PRI or VoIP lines. For more information about the type of lines you use, contact your Norstar administrator.

Without CLID, personalized greetings, CLID Routing Table, and other features related to CLID do not work.

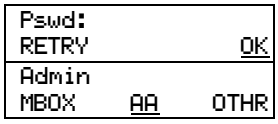
To assign or change the number of rings

1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

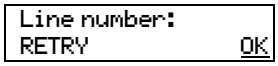
a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.



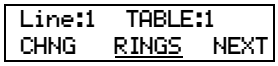
2 Press AA.

3 Press LINES.

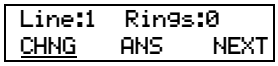


4 Enter the line number and press OK.

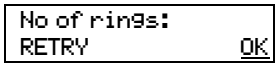
5 Press TABLE.



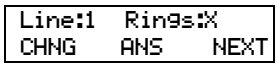
6 Press RINGS.



7 Press CHNG.



8 Enter a number of rings from 0 to 12 and press OK.
Enter 2 rings or greater if your company subscribes to Caller ID.



9 You can use NEXT and CHNG to view the lines and change the number of rings.

You can press * to return to step 4 and select a line number without having to go through the entire list.

10 Press ☎ to end the session.

Setting up Touchtone Gate

With Touchtone Gate incoming calls can be routed more quickly.

With Touchtone Gate you can have the standard voice prompt play or you can record your own custom prompt. If you choose the standard prompt, the following prompt plays after your company greeting: *"If you are calling from a tone dial telephone, please press 1 now. If you are a pulse dialing caller or if you are calling from a rotary dial phone, please hold and you will be transferred."*

Note: If you want to use a custom prompt, you must record it before you enable Touchtone Gate. It is recommended that you use Greeting 1 as the custom Touchtone Gate prompt. When Touchtone Gate is enabled, Greeting 1 is the default custom prompt. For more information on recording Greetings, see "Recording a Greeting" on page 86.

When the tone for 1 is received, the call goes to the Auto Attendant or CCR Tree. If no tone is received, the call is sent back to the receptionist or designated Operator specified by the Greeting Table. If the attendant is not available, the call is directed to the General Delivery Mailbox. If the General Delivery Mailbox is not available, the call is disconnected.

The Touchtone Gate voice prompt is not presented to internal callers or callers who use Feature 981 or Feature 986.

If you disable Touchtone Gate, re-record the Company Greeting to include *"If you are calling from a tone dial telephone, please dial the extension number or press # for the Company Directory. If not, please hold and you will be transferred to the operator."*

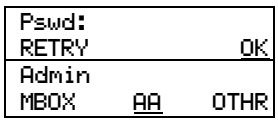
To set up Touchtone Gate

1 If you use CallPilot 100/150:
Press ✆ 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

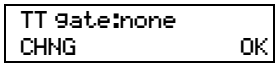
a Press ✆ 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

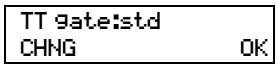


2 Press AA.

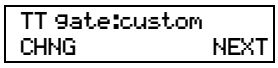
3 Enter 1.



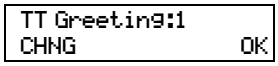
4 Touchtone Gate is not enabled by default.
Press CHNG to change to enable Touchtone Gate or to choose a custom voice prompt.



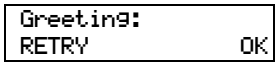
5 Press OK to accept the standard voice prompt
or.
press CHNG to choose the custom voice prompt or disable Touchtone Gate.



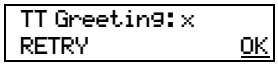
6 Press NEXT to choose the custom voice prompt
or
press CHNG to disable Touchtone Gate.



7 Press CHNG to change the custom voice prompt Greeting number
or
press OK to accept the custom voice prompt Greeting number and go to step 11.



8 Enter the custom voice prompt Greeting number and press OK.



9 Press OK to accept the new Greeting number.

10 Press ☎ to end the session.

About the CLID Routing Table

Set up a CLID Table to control how calls are routed based on the Caller Identification of callers. To use a CLID Table, your incoming lines must be equipped with Caller Identification service.

If an incoming call has a CLID value that matches one of the entries in the CLID Table, the call is directed according to the CLID Routing Table rather than the Greeting Table. After the call is directed, the call disconnects or returns to the routing according to the Auto Attendant status. For more information on the Auto Attendant status see, "Setting the Automated Attendant status" on page 165.

You can set up the CLID Routing Table to direct frequent callers to a specific extension or mailbox, CCR Tree or Greeting Table.

You can also set up the CLID Routing Table if the user is calling VoIP or PRI trunks. The calls can be routed using OLI or ANI if sent. This is sent at the same time as the call, immediately, there is no waiting for additional rings.

A CLID Routing Table can have a maximum of 100 entries. Entries correspond to a unique phone number or a range of numbers. For example, if you enter 4165960196, the system routes an incoming call from this number to a specific destination. However, if you make 416 a table entry, all incoming calls with this prefix are routed to a specific destination.

Entries in the CLID Routing Table are sorted in numerical order, from the longest number to the shortest. An incoming call is routed by the longest CLID entry that matches the calling number. For example:

Destination number	Table entry	Incoming call example
1	313	Incoming number 3148888 is compared to all of the table entries, and does not match any destination.
2	416598	Incoming number 4165981111 matches destination 2.
3	416	Incoming number 4169998888 matches destination 3.
4	5198853895	Incoming number 5198853895 matches destination 4.
5	519	Incoming number 5198853896 matches destination 5.

For the CLID Routing Table to work, your company must:

- subscribe to CLID services from your local telephone company
- have the appropriate hardware for your systems (a CI Trunk cartridge for example)

To set up a CLID Routing Table you:

- enter a phone number
- assign a destination. A destination can be a Greeting Table, mailbox, extension, CCR Tree or a node on a Tree

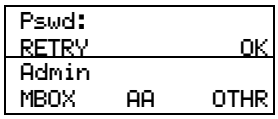
To route a phone number

1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

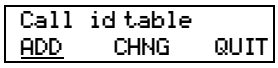
1 If you use a Business Communications Manager system:

a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

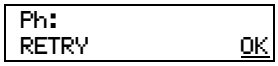
b Enter the user password, and press OK.



2 Enter [1] [1].



3 Press ADD.



4 Enter the phone number or the leading digits of a phone number (up to 13 digits) and press OK.
Each phone number assigned to the CLID Routing Table must be unique.

```
Destination
TABLE   EXT   OTHR
```

5 Choose a destination.

To route the phone number to a Greeting Table:

- Press TABLE
- Enter a Greeting Table number from 1 to 4
- Press OK

To route the phone number to an extension:

- Press EXT
- Enter the extension number
- Press OK

To route the phone number to a mailbox:

- Press OTHR
- Press MBOX
- Enter the mailbox number
- Press OK

To route the phone number to a CCR Tree:

- Press OTHR
- Press CCR
- Enter the CCR Tree number from 1 to 8
- Press OK
- Enter the path number in the CCR tree
- Press OK

6 Repeat steps 3 through 5 for each phone number you want to route.

```
Call id table
ADD    CHNG   QUIT
```

7 Press ☎ to end the session.

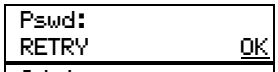
To change or delete a phone number in the CLID Routing Table

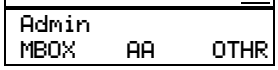
1 If you use CallPilot 100/150:
Press [phone] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

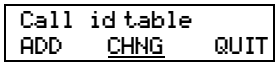
a Press [phone] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

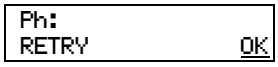




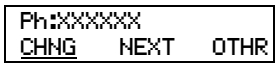
2 Enter 1 1.



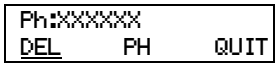
3 Press CHNG.



4 Enter the phone number you want to change or delete and press OK.



5 Press CHNG and follow the display prompts to change the phone number.
Each phone number assigned to the CLID Routing Table must be unique
or
press NEXT to view the next phone number in the table.
or
press OTHR to delete a phone number and go to step 6.



6 Press DEL to delete the phone number from the table.

7 Press [phone] to end the session.

Chapter 5
Custom Call Routing

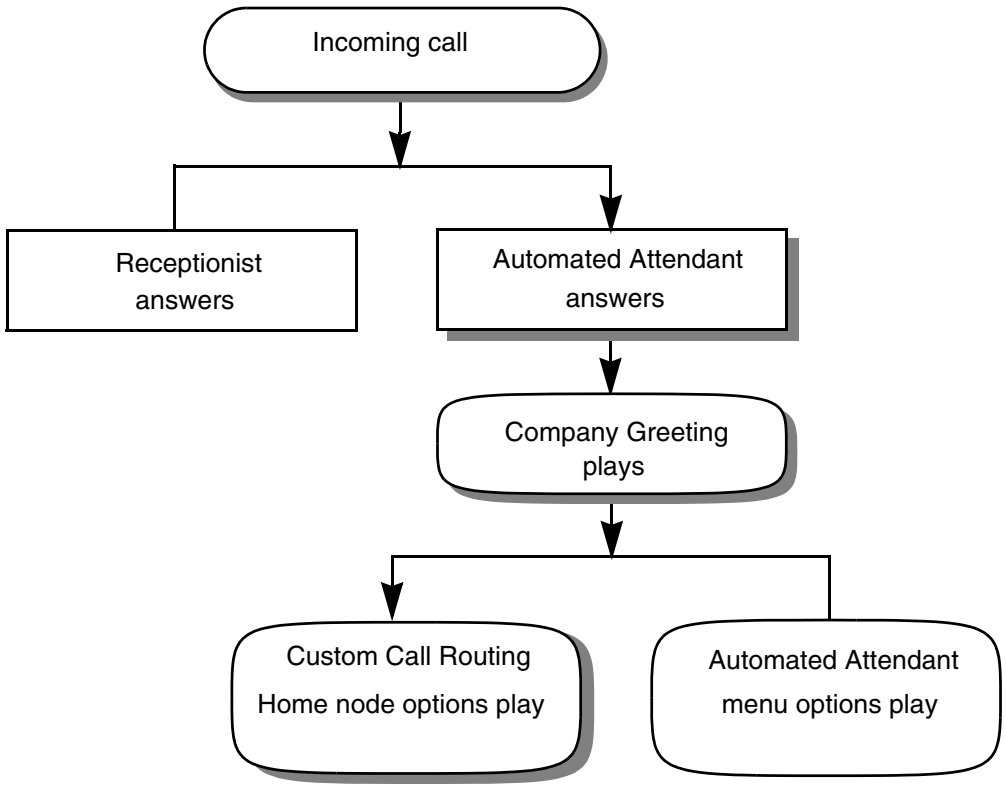
About Custom Call Routing

With Custom Call Routing (CCR) you can replace Automated Attendant menus with a CCR Tree that offers callers additional choices. Callers who reach a CCR Tree hear the CCR Home node immediately after the Company Greeting.

CCR Trees contain paths that callers navigate using their telephone dialpad. By selecting an option from the prompts callers can:

- hear an Information Message
- leave a message in a mailbox
- transfer to an extension or an external number
- go to a sub-menu
- have their call parked and a page generated

Custom Call Routing overview



To build a CCR Tree you start by creating the options presented in the Home node. You can include up to eight options in the Home node. You record a prompt that informs callers of the Home node options. After you build a CCR Tree, you must assign it to a Greeting Table. You can build up to 99 CCR trees with a Business Communications Manager system and eight CCR trees with CallPilot 100/150.

Planning and designing a CCR Tree

To plan and design a CCR Tree you:

- determine the frequently-called departments and extensions that you can include in a CCR Tree
- make a list of the goods and services you want to mention in Information messages
- create the mailboxes you want to add to a CCR Tree in which callers leave messages
- determine destination types
- configure park prefixes and page zones if you want to use Park and Page
- record the prompts and messages

By default, a caller can press 9 to hear prompts in an alternate language, or 0 to reach an operator. Tell callers about these options as part of the Home node prompt.

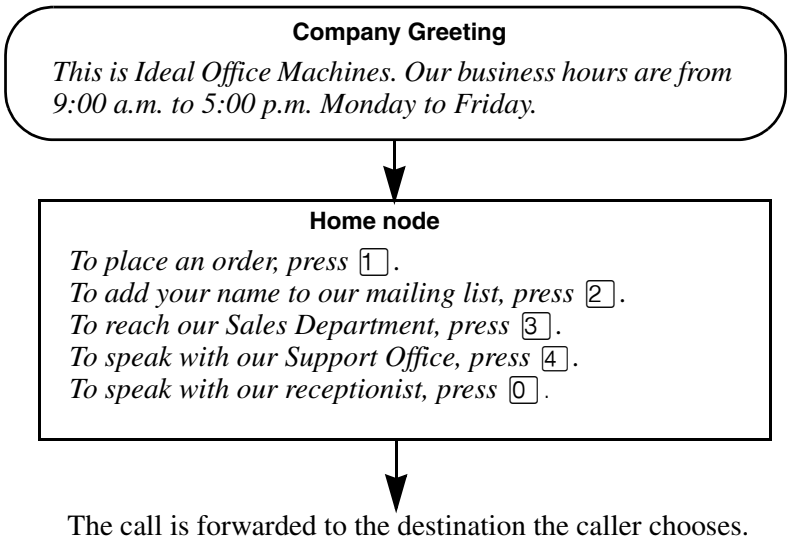
Components of a CCR Tree

The Home node

After the Company Greeting, a caller hears the Home node. The Home node is the "top" of the CCR Tree. When a caller selects an option from the Home node, they can access a sub-menu, leave a message, transfer to an extension or an external number, or play an Information Message. A Home node can offer up to eight options. By default, 0 is reserved for reaching the Operator, and 9 offers the menu in the alternate language. A menu is a prompt that you record that presents a caller with a list of up to eight options.

The Home node is on Level 0. As sub-menus are added to one another, the caller progresses through the levels of the CCR Tree. You can create up to 11 levels (from 0 to 10).

An example of a Home node


Company Greeting
This is Ideal Office Machines. Our business hours are from 9:00 a.m. to 5:00 p.m. Monday to Friday.
Home node
To place an order, press 1.
To add your name to our mailing list, press 2.
To reach our Sales Department, press 3.
To speak with our Support Office, press 4.
To speak with our receptionist, press 0.
The call is forwarded to the destination the caller chooses.

For an example of Paths through a CCR Tree, see "An example of a CCR Tree" on page 110.

Information Messages

An Information Message is a message you record to tell callers about information about goods or services available from your company. You can tell callers about information such as sales, specials, company events, business hours, price lists, and shipping times. For example:

We're pleased to announce the arrival of the new FaxEasy line of fax machines. FaxEasy is easy to operate and produces top quality fax images at an affordable price.

You must create an Information mailbox before you can add it to a CCR Tree.

The Home node can be an Information Message

You can program the Home node to play an Information Message. For example:

Come celebrate with us! It's time for Ideal Office Machines' annual get-to-know-our-customers picnic. The annual picnic is on the first Sunday of August from 1:00 to 5:00 p.m. in Thompson Park. See you there.

If the Home node is an Information Message, the caller disconnects at the end of the message. You cannot specify another destination. For information on destination types, see "Destination types" on page 109.

Using an alternate language for the Home node prompt

If you record an alternate language Home node prompt, you must tell callers about the alternate language option. In the primary language Home node prompt, tell callers to press 9 if they want to hear the message in the alternate language. For example:

To hear this message in [the alternate language], press 9. To place an order press 1. To add your name to our mailing list press 2. To reach our sales department press 3. To speak with the receptionist press 0.

Sub-menus

A sub-menu is any menu that callers hear after the Home node. Sub-menus can lead to other sub-menus.

A sub-menu is a prompt that provides callers with another list of options. For example, from the Home node a caller can press 3 to reach the Sales department and hear the sub-menu options:

To place an order press 1. To add your name to our mailing list, press 2. To speak with a Customer Service Representative press 3. To speak with the receptionist press 0.

Mailbox nodes

You can create Mailbox nodes to give callers a mailbox where they can leave a message. For example:

You have reached the Ideal Office Machines Order Desk mailbox. After the tone, leave your name, address, telephone number, and the number of the item you want to order. Thank you.

Transfer nodes

You can create Transfer nodes to transfer callers to an extension or an external number.

Destination types

The destination is where callers go after they listen to an Information Message or leave a message in a mailbox. Each Information Message and Mailbox node must have a destination:

- Previous: returns the caller to the previous menu
- Home: returns the caller to the Home node
- Disconnect: disconnects the caller

You can assign destinations only to Information and Mailbox nodes. To see an example of how to use destinations in a CCR Tree, see "An example of a CCR Tree" on page 110.

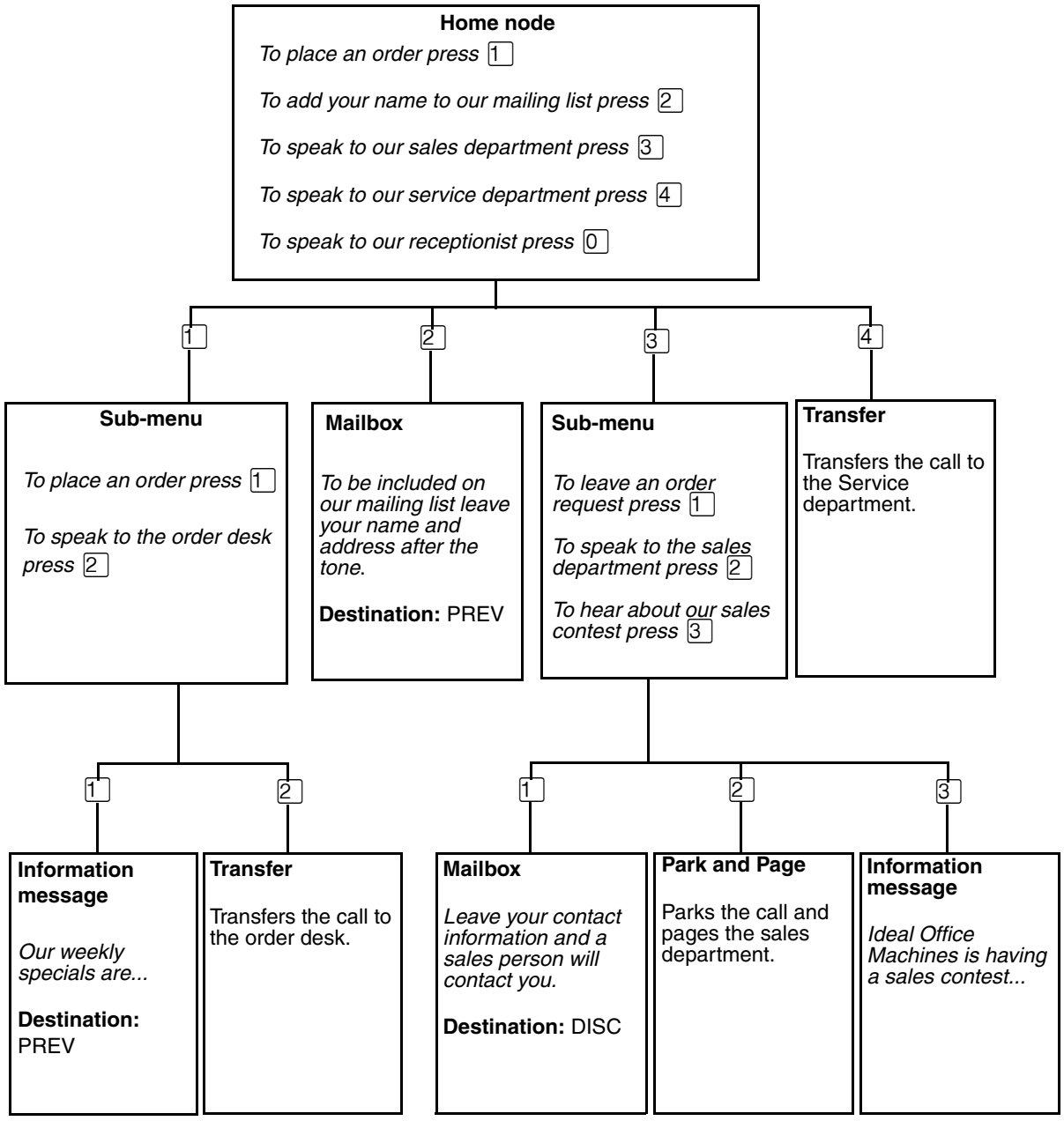
Paths

A Path can be a series of menus, Information Messages, Mailboxes or Transfers. A Path number is the digit that callers press to go to the next level in a CCR Tree. For an example of how to use Paths to route callers through a CCR Tree, see "An example of a CCR Tree" on page 110.

Park and Page node

A Park and Page node parks a call and announces it to a paging zone, overhead paging system or both. Depending on the configuration you select, the page can be repeated until the parked call is answered. An unanswered call returns to the CCR Tree.

An example of a CCR Tree


Home node
To place an order press 1
To add your name to our mailing list press 2
To speak to our sales department press 3
To speak to our service department press 4
To speak to our receptionist press 0
1
2
3
4
Sub-menu
To place an order press 1
To speak to the order desk press 2
Mailbox
To be included on our mailing list leave your name and address after the tone.
Destination: PREV
Sub-menu
To leave an order request press 1
To speak to the sales department press 2
To hear about our sales contest press 3
Transfer
Transfers the call to the Service department.
1
2
1
2
3
Information message
Our weekly specials are...
Destination: PREV
Transfer
Transfers the call to the order desk.
Mailbox
Leave your contact information and a sales person will contact you.
Destination: DISC
Park and Page
Parks the call and pages the sales department.
Information message
Ideal Office Machines is having a sales contest...

Chapter 6
Working with CCR Trees

Building a CCR Tree

Note: To minimize the potential of service disruptions, avoid working on CCR Trees during periods of peak activity. Callers can experience answering delays while you are working on a CCR Tree.

To build a CCR Tree

1 Create the Home node. The Home node can be either a Menu node or an Information node.

If the Home node is an Information node:

- record an Information message

If the Home node is a Menu node:

- create the sub-nodes. The sub-nodes can be:
  - Menu sub-nodes
  - Information nodes
  - Mailbox nodes
  - Park and Page nodes
  - Transfer nodes

2 Assign the CCR Tree to a Greeting Table.
You can assign a CCR Tree for each time of day.

3 Test the CCR Tree

Creating a Home node

Begin to build a CCR Tree by creating a Home node. Create a Home menu node if you want to give callers a list of options. Create an Information message Home node if you want callers to disconnect after they hear the Information message.

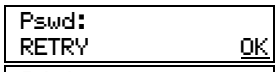
To create a Home node

1 If you use CallPilot 100/150:
Press [ ] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

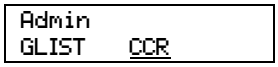
1 If you use a Business Communications Manager system:

a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

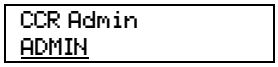
b Enter the user password, and press OK.



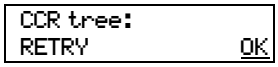
2 Press OTHR.



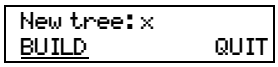
3 Press CCR.



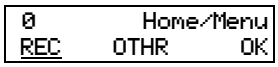
4 Press ADMIN.



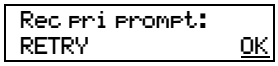
5 Enter a tree number from 1 to 99.
If the tree number is one-digit you must press OK.
If the tree number is two-digits, you do not have to press OK.



6 Press BUILD.

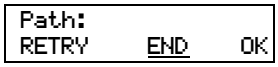


7 Pick up the handset and press REC.

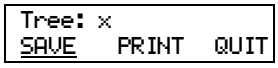


8 At the tone, record your Home Menu or Information message and press OK to end the recording.
Do not replace the handset.

9 If you want to listen your recording, press PLAY
or
if you want to accept your recording, press OK.



10 Press END.



11 Press SAVE.

Save as tree × YES OTHR QUIT	**12** Press YES.
Tree saved	**13** This display appears briefly.
CCR Admin ADMIN	**14** Press ☎ to end the session.

Adding nodes to the Home node

If you create a CCR Tree with a Home menu node, and you have more choices than you can conveniently fit in the Home menu, you can create sub-nodes. To create sub-node menus, add a Menu node to your Home menu node.

If the Home node is an Information node, you cannot add a sub-node and the call disconnects automatically after the Information message plays.

After you determine how many options to offer in a menu, you must determine where each option directs the caller.

After you assign a Menu sub-node, create another set of nodes in the next level of the tree. The nodes can be another Menu node, an Information node, a Transfer node, a Park and Page node or a Mailbox node. You can assign up to eight nodes to each menu.

A Menu sub-node gives callers single-digit access to another list of options. For example, if your Home node menu is:

To place an order press 1. *To add your name to our mailing list press* 2. *To reach our sales department press* 3. *To speak with our attendant press* 0.

Callers can press 1 to hear more options, such as:

To hear our weekly specials press 1. *To speak with the Order Desk press* 2.

Adding a Menu node

Create a Menu node to organize choices for your callers, or when you have more choices than can fit on one menu. You can add a menu node to a CCR Tree at any time.

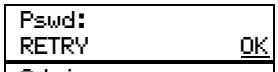
To add a Menu node

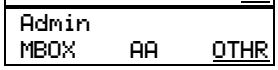
1 If you use CallPilot 100/150:
Press [ ] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

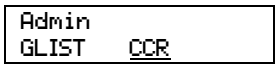
a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

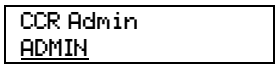




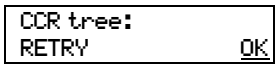
2 Press OTHR.



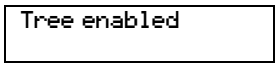
3 Press CCR.



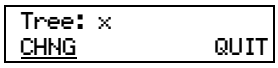
4 Press ADMIN.



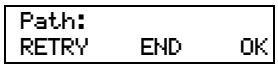
5 Enter the number of the CCR Tree you want to add a Menu node to and press OK.



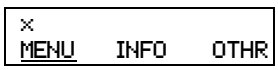
6 If you have assigned the CCR Tree to a Greeting Table this display appears briefly.



7 Press CHNG,



8 Enter the Path number and press OK.
For example, to create a Menu node on the second level of the CCR Tree, enter 1 1. The first 1 is the path of the first level Menu node. The second digit is the path where you want to create the new Menu node.



9 Press MENU.

Primary prompt REC	**10** Pick up the handset and press REC. At the tone, record the prompt.
Rec pri prompt: RETRY OK	**11** Press OK to end the recording. Do not hang up the handset.
Accept prompt? RETRY PLAY OK	**12** Press OK to accept the recording or if you want to re-record your message, press RETRY.
Rec alt prompt? YES NO	**13** Press NO if you do not want to record an alternate prompt or press YES to record an alternate prompt.
Path: RETRY END OK	**14** Press END.
Tree: x SAVE PRINT QUIT	**15** Press SAVE.
Save as tree x YES OTHR QUIT	**16** Press YES.
Tree saved	**17** This display appears briefly.
CCR Admin ADMIN	**18** Press ☎ to end the session.

Adding an Information node

An Information node is an Information mailbox that you add to a CCR Tree. You can use an Information mailbox to give callers information such as specials, company events, business hours or price lists. You can add an Information node to a CCR Tree at any time.

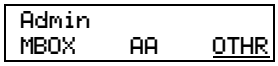
To add an Information node

1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

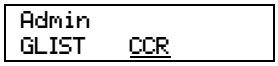
1 If you use a Business Communications Manager system:

a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

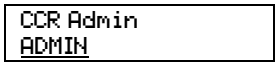
b Enter the user password, and press OK.



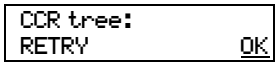
2 Press OTHR.



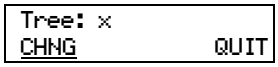
3 Press CCR.



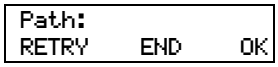
4 Press ADMIN.



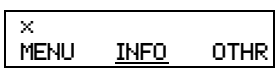
5 Enter the number of the CCR Tree you want to add an Information node to and press OK.



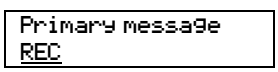
6 Press CHNG,



7 Enter the Path number and press OK.
For example, to create an Information node on the second level of a CCR Tree, enter [1] [1]. The first 1 is the path of the first level Menu node. The second digit is the path where you want to create the Information node.



8 Press INFO.



9 Pick up the handset and press REC.
At the tone, record your Information mailbox message.

Rec pri message: RETRY PLAY OK	**10** Press OK to end your recording. Do not replace the handset.
Accept message? RETRY PLAY OK	**11** Press OK to accept the recording or press RETRY to re-record the message.
Rec alt prompt? YES NO	**12** Press NO if you do not want to record an alternate prompt or press YES to record an alternate prompt.
Destination? PREV HOME DISC	**13** Select a destination: press PREV if you want to return the caller to the previous menu or press HOME if you want to return the caller to the Home node or press DISC if you want to disconnect the call. For more information on destinations, see "Destination types" on page 109.
Path: RETRY END OK	**14** Press END.
Tree: x SAVE QUIT	**15** Press SAVE.
Save as tree x YES OTHR QUIT	**16** Press YES.
Tree saved	**17** This display appears briefly.
CCR Admin ADMIN	**18** Press ☎ to end the session.

Adding a Mailbox node

Adding a mailbox node gives callers a mailbox where they can leave a message or listen to an Information message, depending on the mailbox type. You create a Mailbox node by giving it a Path number and assigning a mailbox number. You can add a Mailbox node to a CCR Tree at any time.

A mailbox cannot receive messages until it is initialized. For information on initializing mailboxes, see "Initializing a mailbox" on page 35.

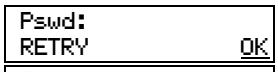
To add a Mailbox node

1 If you use CallPilot 100/150:
Press [Transfer] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

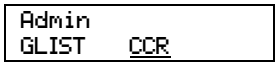
1 If you use a Business Communications Manager system:

a Press [Transfer] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

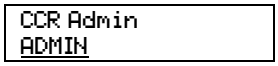
b Enter the user password, and press OK.



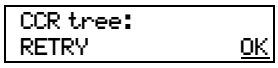
2 Press OTHR.



3 Press CCR.

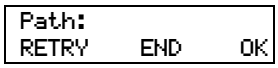


4 Press ADMIN.

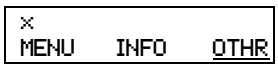


5 Enter the number of the CCR Tree you want to add a Mailbox node to and press OK.

6 Press CHNG,

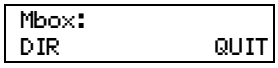


7 Enter the Path number and press OK.
For example, to create a Mailbox node on the second level of a CCR Tree, enter 1 1. The first 1 is the path of the first level Menu node. The second digit is the path where you want to create the Mailbox node.



8 Press OTHR.

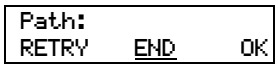
9 Press LVMSG.



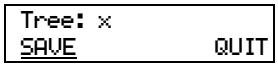
10 Enter the mailbox number
or
press DIR to access the Company Directory.

11 Select a destination:
press PREV if you want to return the caller to the previous menu
or
press HOME if you want to return the caller to the Home node
or
press DISC if you want to disconnect the call.

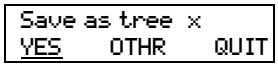
For more information on destinations, see "Destination types" on page 109.



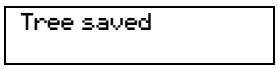
12 Press END.



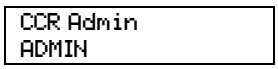
13 Press SAVE.



14 Press YES.



15 This display appears briefly.



16 Press ☎ to end the session.

Adding a Transfer node

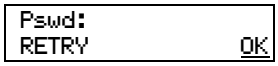
A Transfer node directs a caller to an internal or an external number. You can add a Transfer node to a CCR Tree at any time.To add a Transfer to an internal extension

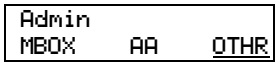
1 If you use CallPilot 100/150:
Press [ ] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

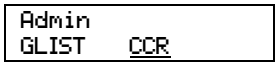
a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

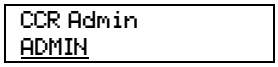




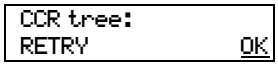
2 Press OTHR.



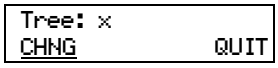
3 Press CCR.



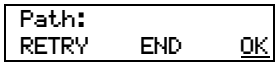
4 Press ADMIN.



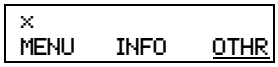
5 Enter the number of the CCR Tree you want to add a Transfer node to and press OK.



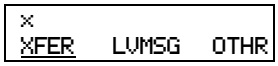
6 Press CHNG,



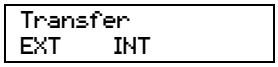
7 Enter the Path number and press OK.
For example, to create a Transfer node on the second level of a CCR Tree, enter 1 1. The first 1 is the path of the first level Menu node. The second digit is the path where you want to create the Transfer node.



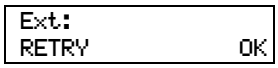
8 Press OTHR.



9 Press XFER.

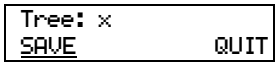


10 Press INT.

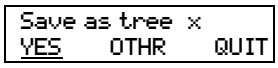


11 Enter the extension.

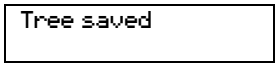
12 Press END.



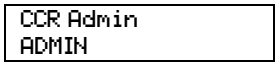
13 Press SAVE.



14 Press YES.



15 This display appears briefly.



16 Press ☎ to end the session.

About transfers to external numbers

When CallPilot transfers a call using a CCR external transfer, it uses two lines. An incoming line connects the caller to the CCR Tree and an outgoing line transfers the caller to the external telephone number. Both lines are used while the caller connects to the external telephone number. To optimize the use of external lines, the incoming line can be used to make the external transfer. This type of transfer is called a Link transfer.

Not all phone lines allow Link transfers. Ask your telephone service provider if your lines support Link transfers before you program CallPilot to use Link transfers.

To perform a Link transfer for a CCR external transfer you must press # before the telephone number. For example, for the telephone number:

5 5 5 1 2 3 4

5 5 5 1 2 3 4 is the telephone number dialed

For information on preventing unauthorized calls using outdial, see "Outdial route" on page 30.

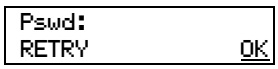
To add a Transfer to an external number

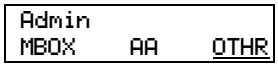
1 If you use CallPilot 100/150:
Press ✆ 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

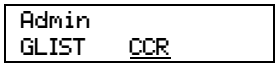
a Press ✆ 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

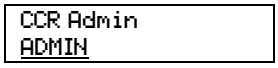




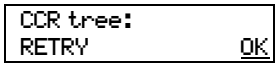
2 Press OTHR.



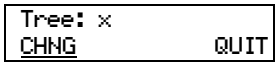
3 Press CCR.



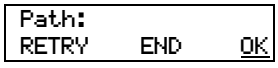
4 Press ADMIN.



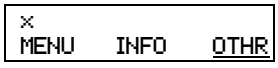
5 Enter the number of the CCR Tree you want to add a Transfer node to and press OK.



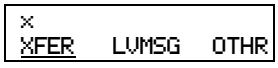
6 Press CHNG,



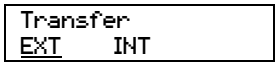
7 Enter the Path number and press OK.
For example, to create a Transfer node on the second level of a CCR Tree, enter 1 1. The first 1 is the path of the first level Menu node. The second digit is the path where you want to create the Transfer node.



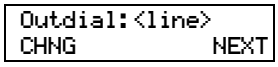
8 Press OTHR.



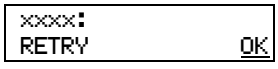
9 Press XFER.



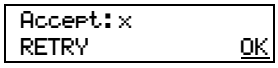
10 Press EXT.



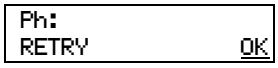
11 Press NEXT if you want to use a line as the outdialing method
or
press CHNG if you want to select a line within a line pool.
Press CHNG again if you want to select a route.



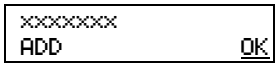
12 Enter the line or pool number and press OK.
Although line pools are labeled by a letter such as A, B, or C, the system accepts only numbers such as 1, 2, or 3. When you enter a line pool use 1 for A, 2 for B, 3 for C, and so on.



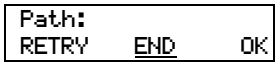
13 Press OK to accept the line or pool number.



14 Enter a destination telephone number up to 30 digits and press OK.

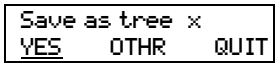


15 Press OK to accept the destination phone number
or
press ADD to add more digits.
Refer to "Adding special characters to an external transfer number" on page 125 for more information.

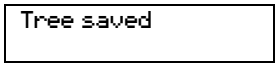


16 Press END.

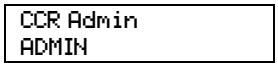
17 Press SAVE.



18 Press YES.



19 This display appears briefly.



20 Press ☎ to end the session.

Adding special characters to an external transfer number

Special characters are pauses or other dialing instructions that you can add if they are required to access the network or a destination number.

Adding special characters to a destination number	
Press	**Description**
2 or DIGS	to resume adding digits to the destination phone number.
3 or PAUS	to enter a timed pause that appears as P on the display. Pauses are four seconds long. You can press PAUS again to enter another four second pause.
4	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display.
5 or OTHR #	to enter a #.
6 or OTHR *	to enter a *.
OTHR then TONE	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display.
*	to cancel and retry.

Adding a Park and Page node

A Park and Page node parks a call and announces it to a paging zone, overhead paging system or both. The page can be repeated until the parked call is answered or the timeout occurs. Calls that are unanswered due to the page being unanswered return to the CCR Tree.

How Park and Page works

Callers who access a Park and Page node hear the “One moment please” voice prompt. The caller cannot interrupt this prompt by pressing other digits.

How the call is handled depends on how you set up Park and Page. If you define a Transfer DN and select Transfer Before Page, the call is transferred to the Transfer DN. If the call is not answered at the Transfer DN, the caller hears the “One moment please” prompt and the call is parked.

Parked callers hear hold tone or music on hold, depending on your system configuration. CallPilot pages to the appropriate paging zone, overhead speaker system, or both. If another call is being paged, CallPilot waits for five seconds and retries the page. CallPilot retries every five seconds until the paging facility is not busy or the park timeout expires, or the caller disconnects, whichever occurs first. If the call is still unanswered, CallPilot unparks the call, plays the “The person you have called is not available” prompt and the call returns to the CCR Tree.

The people who are paged hear the paging prompt and the park string, for example, “Electronics, please pick up...101”. The park string is played in the standard voice prompts, or customized digits, if you have recorded them. See the *CallPilot Manager Set Up and Operation Guide* for how to record customized digits. Unanswered parked calls wait for the retry interval as defined in the park and page node's properties, and then the page is retried. CallPilot does not retry the page after the park timeout is reached.

Note: If you configure a CCR Tree with a Park and Page node with the Transfer Before Page feature, and then program a telephone with Call Forward No Answer (CFNA), you must ensure the number of rings for CFNA is less than the number of rings for Transfer Callback.

CFNA takes precedence over Transfer Callback if it has a lower number of rings. If you set CFNA with fewer rings that Transfer Callback, the call goes to voice mail instead of to the Page. If you set CFNA with more rings than Transfer Callback, the call goes to page when the Transfer Callback time is reached.

Nortel suggests if you use a telephone for Transfer Before Page, then you should not use the CFNA or Call Forward All Calls (CFAC) features.

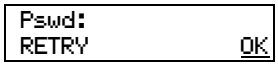
To add a Park and Page node

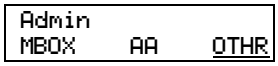
1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

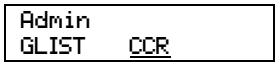
a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

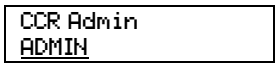




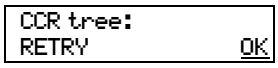
2 Press OTHR.



3 Press CCR.

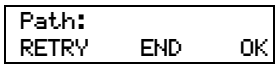


4 Press ADMIN.

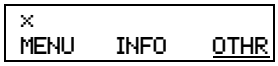


5 Enter the number of the CCR Tree you want to add a Mailbox node to and press OK.

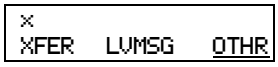
6 Press CHNG.



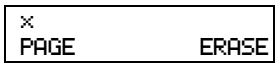
7 Enter the Path number and press OK.
For example, to create a Mailbox node on the second level of a CCR Tree, enter [1] [1]. The first 1 is the path of the first level Menu node. The second digit is the path where you want to create the Mailbox node.



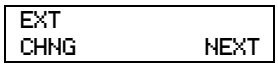
8 Press OTHR.



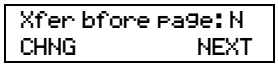
9 Press OTHR.



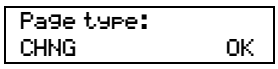
10 Press PAGE.



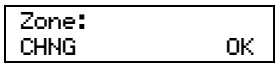
11 If you want to transfer the call to an extension, press CHNG and enter the extension or
if you do not, press NEXT.
If the call is not answered at this extension, it returns to the CCR Tree and a park and page is performed.



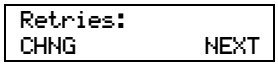
12 Select NEXT if If you want the call to be immediately parked and paged
or
select CHNG if you want the call to be transferred before it is parked and paged.



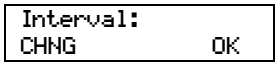
13 Select the page type you want to use: SETS (internal zone), SPKR (overhead paging), or BOTH. The default is SETS.



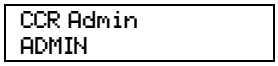
14 The default paging zone 1 appears.
To select a different zone, press CHNG and select the paging zone you want to use: 2 3 4 5 6 or All.
If you use a CallPilot system with a Compact ICS select a number from 1 to 3 or All. If in the previous step you selected SPKR, this display does not appear.



15 The default number of retries, 1, appears.
To select a different number of retries, press CHNG and select a number from 0 to 5 that is the number of times the system will try to page to the paging zone.



16 The default interval of 15 seconds appears.
This is the number of seconds between paging retries. The retry time is measured from the end of the playback of the page.
To specify a different interval, press CHNG and enter a value between 5-300 seconds.



17 Press ☎ to end the session.

Assigning a CCR Tree to a Greeting Table

Before incoming callers can access a CCR Tree, you must assign lines to a Greeting Table. For information about assigning lines to Greeting Tables, see "Configuring line answering" on page 94.

To assign a CCR Tree to a Greeting Table

1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

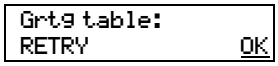
1 If you use a Business Communications Manager system:

a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

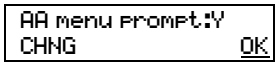
b Enter the user password, and press OK.

2 Press AA.

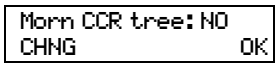
3 Press TABLE.



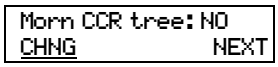
4 Enter the Greeting Table number, and press OK.



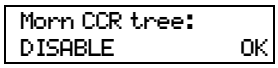
5 Press OK.



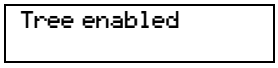
6 Press NEXT until you see this display.



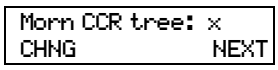
7 Press CHNG if you want to assign a CCR Tree to the Greeting Table for the morning
or
press NEXT if you do not want to assign a CCR Tree, and go to step 10.



8 Enter the number of the CCR Tree that you want to assign to the Greeting Table for the morning.
If the number of the CCR Tree is one-digit, you enter the number and press OK.
If the number of the CCR Tree is two-digits, enter the tree number. You do not have press OK.



9 This display appears briefly.



10 Press NEXT if you want to assign afternoon, evening and non-business CCR Trees to the Greeting Table
or
press ☎ to end the session.

Testing a CCR Tree

After you a build a CCR Tree and assign it to a Greeting Table, test the CCR Tree. To test the CCR Tree, call the company number and test each node.
Check that:

- the Home node routes the call as designated
- each transfer routes the caller to the intended destination
- each prompt has correct information
- messages are courteous and easy to understand

One button access to CCR trees

After you create a CCR Tree, you can program one-button access to any of its nodes. To do this, you create a feature code for the tree node you wish to access at the push of a button. If you need to access several nodes at the push of a button, you must create a range of feature codes and assign each feature code to the different CCR Tree Nodes.

Only nodes one to eight within trees one to seven can be accessed with this feature.

1. Set the feature code range and assign the number of feature codes to the different CCR trees:
   a. Using a telset, access F983. Refer to "To set the feature code range and numbers" on page 132.
   or
   b. In CallPilot Manager, access the Auto Attendant properties page. For more information, see the *CallPilot Manager Set Up and Operation Guide.*
2. Build your CCR tree.
3. Program memory buttons on telephone set, using F*3 to correspond with the feature codes assigned in the Auto Attendant properties page. Refer to the *CallPilot Reference Guide* to program memory buttons for feature codes.

The three-digits include the feature digit, the tree number, and node within the tree. The feature codes must not be the same as any other application. They must correspond to F9xy where:

- x represents the tree number
- x must be to 1 to 7 inclusive and is not 0, 8 or 9
- y represents the node number
- y is between 1and 8 inclusive

The range of feature codes are: 911 to 918, 921 to 928, 931 to 938, 941 to 948, 951 to 958, 961 to 968, and 971 to 978.

For example:

- F941 sporting goods
- F942 meat department

- F943 customer service

When F9xy is used, Auto Attendant:

1 transfers the call at the user's set to the voice mail DN and immediately answers the call at that DN.

2 places the caller at node y in tree x as if the user had pressed digit x at the Home menu node.

For example, if the node is a Park and Page node then the park and page is performed. A call comes into Customer Service and the caller wants to talk to someone in Sporting Goods. The Customer Service representative presses the preprogrammed button on the phone (F941). The system parks the call, and a page plays "Sporting Goods, please pick up XXX." XXX is the park code, for example 101 or 102.

The Sporting Good representative presses Intercom and XXX to pick up the call.

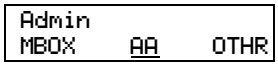
The example is for a Park and Page node. The same process occurs for all types of nodes.

To set the feature code range and numbers

1 If you use a Business Communications Manager system:

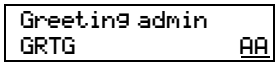
a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password and press OK.

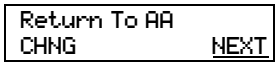


2 Press AA.

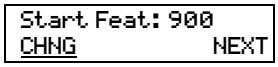
3 Press GRTG



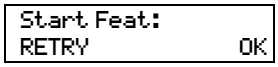
4 Press AA



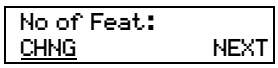
5 Press NEXT.



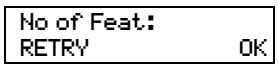
6 Press CHNG.



7 Enter the starting feature number.
For example enter 912. F912 is associated with tree number 1 and node number 2



8 Press CHNG.



9 Enter the number of the features you want to add.
If you want three features, enter 3 and then press OK.
For example, if the starting feature code is 912 and you enter 3 for the number of features, F912, F913, and F914 become valid and take you to tree 1 node 2, tree 1 node 3, and tree 1node 4.

Note: You can configure a maximum of 56 customized feature codes for the CCR trees. The feature codes are allocated sequentially.

For example, to program 16 feature codes (F911 through F918, and F921 through F928), enter 911 as the Starting CCR tree feature code and enter 16 as the Number of CCR tree feature codes.

You can enter the maximum of 56 feature codes if the starting feature code is 911. If the starting feature code is a higher value than 911, the available number of feature codes decreases. Any feature code values that come before the starting feature code that you enter will be unavailable to you.

For example, by using a starting feature code of F941, you will only be able to allocate a maximum of 32 feature codes. If you require more, you will need to choose a lower value feature code.

If you do not initialize functionality for a feature code within the range of features codes, it is still included as part of the allocated range.

For example, if you do not initialize F912 and F913, they are still reserved for the one button CCR tree feature since they are included in the range of 16 features codes you entered.

If you enter an invalid number, you will receive an error message.

Disabling a CCR Tree

Before you make any changes to a CCR Tree you must ensure service is not disrupted by removing any references to the CCR Tree from the Greeting Tables and the CLID Routing Table.

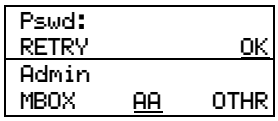
To disable a Tree

1 If you use CallPilot 100/150:
Press [ ] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

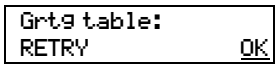
a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password and press OK.

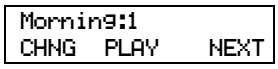


2 Press AA.

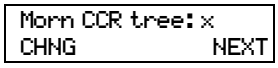
3 Press TABLE.



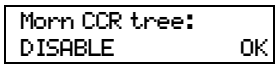
4 Enter the Greeting Table number and press OK twice.



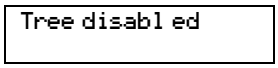
5 Press NEXT until the display shows:



6 Press CHNG if you want to disable the morning CCR Tree
or
press NEXT until the CCR Tree you want to disable is displayed.



7 Press DISABLE.



8 This display appears briefly.

9 Press [ ] to end the session.

Deleting a CCR Tree

You must disable a CCR Tree before you delete it. For information about disabling a Tree, see "Disabling a CCR Tree" on page 134.

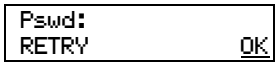
To delete a Tree

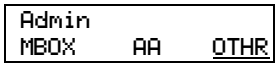
1 If you use CallPilot 100/150:
Press [ ] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

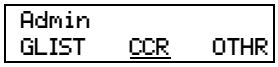
a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password and press OK.

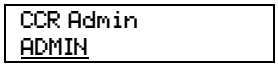




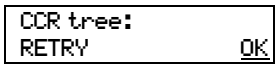
2 Press OTHR.



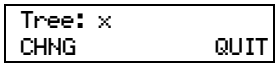
3 Press CCR.



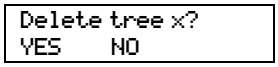
4 Press ADMIN.



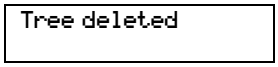
5 Enter the number of the CCR Tree you want to delete and press OK.



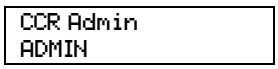
6 Press 8.



7 Press YES.



8 This display appears briefly.



9 Press [ ] to end the session.

Changing a CCR Tree message

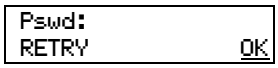
Use this procedure to change the recorded message for a Menu or an Information node.

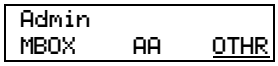
1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

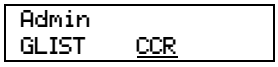
a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password and press OK.

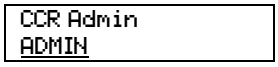




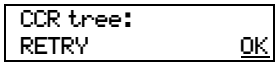
2 Press OTHR.



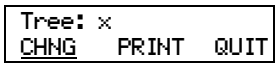
3 Press CCR.



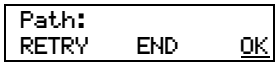
4 Press ADMIN.



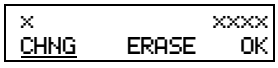
5 Enter the number of the CCR Tree that you want to change and press OK.



6 Press CHNG.

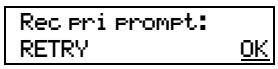


7 Enter the Path of the node you want to change and press OK.



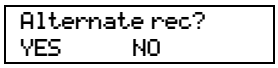
8 Press CHNG.

9 Lift the handset and press REC. Do not use handsfree.
At the tone, record the primary language menu.

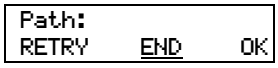


10 Press OK to end your recording.

11 Press OK to accept your recording.

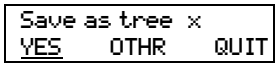


12 Press NO if you do not want to record an alternate message
or
press YES to record an alternate message.

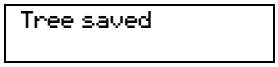


13 Press END.

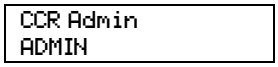
14 Press SAVE.



15 Press YES.



16 This display appears briefly.



17 Press ☎ to end the session.

Changing a Mailbox node

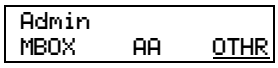
To change a Mailbox node

1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

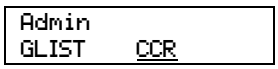
1 If you use a Business Communications Manager system:

a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights and press OK.
For information about creating a user with voice mail administration rights, see the *Business Communications Administration Guide*.

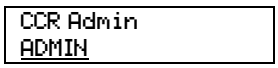
b Enter the user password and press OK.



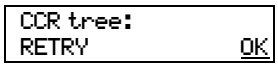
2 Press OTHR.



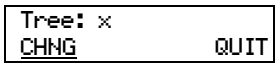
3 Press CCR.



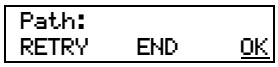
4 Press ADMIN.



5 Enter the number of the CCR Tree that you want to change and press OK.

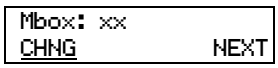


6 Press CHNG.

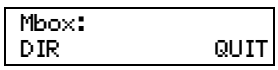


7 Enter the Path of the node you want to change and press OK.

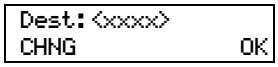
8 Press CHNG.



9 Press CHNG.



10 Enter the new mailbox number.
Make sure the mailbox is initialized before you assign it to a CCR Tree.



11 Press OK if you want to accept the assigned destination type
or
press CHNG and assign a new destination type.

Path: RETRY END OK	**12** Press END.
Tree: x SAVE PRINT QUIT	**13** Press SAVE.
Save as tree x YES OTHR QUIT	**14** Press YES.
Tree saved	**15** This display appears briefly.
CCR Admin ADMIN	**16** Press ☎ to end the session.

Changing a destination type

You can assign destination types only to Information and Mailbox nodes. For more information about destination types, see "Destination types" on page 109.

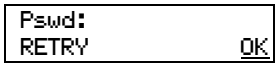
To change a destination type

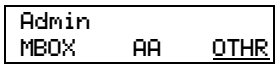
1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

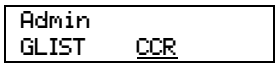
a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password and press OK.

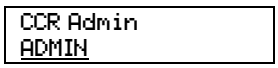




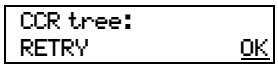
2 Press OTHR.



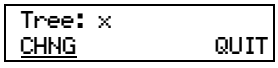
3 Press CCR.



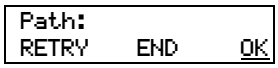
4 Press ADMIN.



5 Enter the number of the CCR Tree that you want to change and press OK.

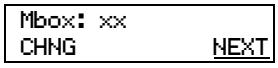


6 Press CHNG.

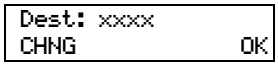


7 Enter the Path number of the node you want to change and press OK.

8 Press CHNG.
The display shows Info if you are changing an Information node.

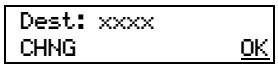


9 Press NEXT.

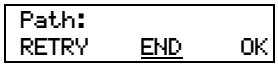


10 Press CHNG.

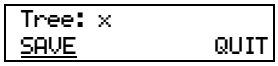
11 Change the destination type:
press PREV return the caller to the previous menu
or
press HOME to return the caller to the Home node
or
press DISC to disconnect the call.



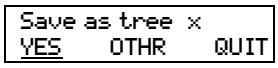
12 Press OK.



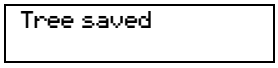
13 Press END.



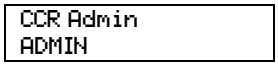
14 Press SAVE.



15 Press YES.



16 This display appears briefly.



17 Press ☎ to end the session.

Changing a Transfer node

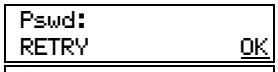
To change a Transfer node

1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

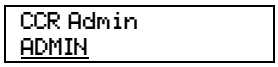
a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password and press OK.

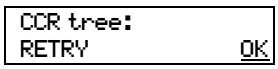


2 Press OTHR.

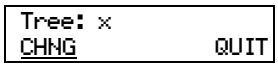
3 Press CCR.



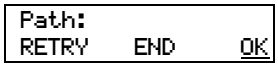
4 Press ADMIN.



5 Enter the number of the CCR Tree that you want to change and press OK.

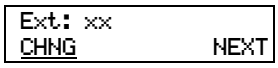


6 Press CHNG.

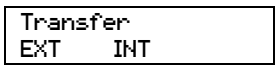


7 Enter the Path number of the node you want to change and press OK.

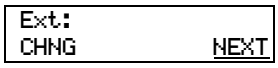
8 Press CHNG.



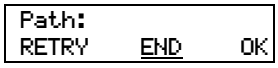
9 Press CHNG.



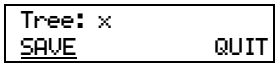
10 Press INT if you are changing an internal extension
or
press EXT if you are changing an external extension.



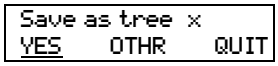
11 Enter the new extension number you want to transfer to and press NEXT.



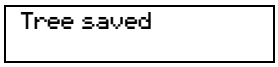
12 Press END.



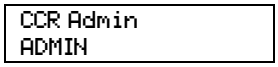
13 Press SAVE.



14 Press YES.



15 This display appears briefly.



16 Press ☎ to end the session.

Changing a Park and Page node

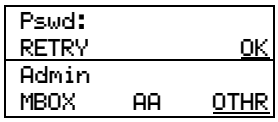
To change a Park and Page node

1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

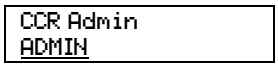
a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password and press OK.

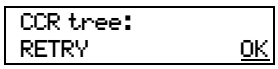


2 Press OTHR.

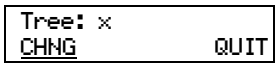
3 Press CCR.



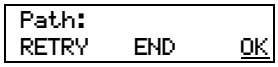
4 Press ADMIN.



5 Enter the number of the CCR Tree that you want to change and press OK.

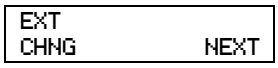


6 Press CHNG.

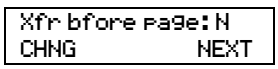


7 Enter the Path number of the node you want to change and press OK.

8 Press CHNG.

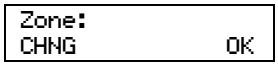


9 If you want to transfer the call to an extension before you park and page it, press CHNG and enter the extension or
if you do not, press NEXT.
If the call is not answered at this extension, it returns to the CCR Tree and a park and page is performed.

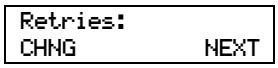


10 Select NEXT if If you want the call to be immediately parked and paged
or
select CHNG if you want the call to be transferred before it is parked and paged.

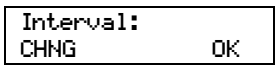
11 Select the page type you want to use: SETS (internal zone), SPKR (overhead paging), or BOTH. The default is SETS.



12 The default paging zone 1 appears.
To select a different zone, press CHNG and select the paging zone you want to use: 2 3 4 5 6 or All.
If you use a CallPilot system with a Compact ICS select a number from 1 to 3 or All. If in the previous step you selected SPKR, this display does not appear.

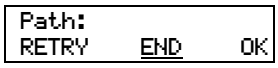


13 The default number of retries, 1, appears.
To select a different number of retries, press CHNG and select a number from 0 to 5 that is the number of times the system will try to page to the paging zone.

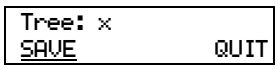


14 The default interval of 15 seconds appears.
This is the number of seconds between paging retries. The retry time is measured from the end of the playback of the page.
To specify a different interval, press CHNG and enter a value between 5-300 seconds.

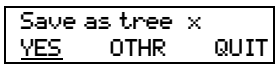
15 Press REC to record your primary recordings. These recording are played over the paging zone or overhead paging system, followed by the park string. If you have recorded Customized Digits the entire prompt is played in your voice.



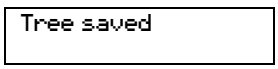
16 Press END.



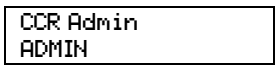
17 Press SAVE.



18 Press YES.



19 This display appears briefly.



20 Press ☎ to end the session.

Deleting a Path

If you delete a Path, all messages, prompts, and options on the Path are also erased. After you delete a Path you cannot recover it.

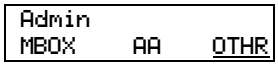
To delete a Path

1 If you use CallPilot 100/150:
Press [ ] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

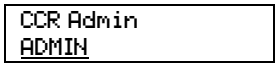
a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password and press OK.

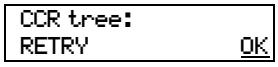


2 Press OTHR.

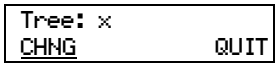
3 Press CCR.



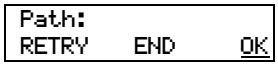
4 Press ADMIN.



5 Enter the number of the CCR Tree that you want to change and press OK.

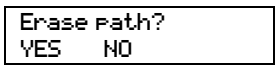


6 Press CHNG.

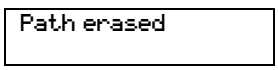


7 Enter the Path number you want to delete and press OK.

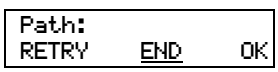
8 Press ERASE.



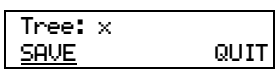
9 Press YES.



10 This display appears briefly.



11 Press END.



12 Press SAVE.

Save as tree × YES OTHR QUIT	**13** Press YES.
Tree saved	**14** This display appears briefly.
CCR Admin ADMIN	**15** Press ☎ to end the session.

Chapter 7
Broadcast and Information messages

About Broadcast messages

You can send Broadcast messages if you need to send a message to every initialized mailbox on your phone system. Broadcast messages play on all mailboxes initialized with CallPilot. You can send a Broadcast message to announce meetings, special company events, and reminders. Sending a Broadcast message eliminates recording and sending the same message several times. You can change the Broadcast message address.

As the System Administrator, you are the only person who can send Broadcast messages. In order to send a Broadcast message, you must know the Broadcast message address.

- If you use the CallPilot interface 9 0 0 is the default Broadcast message address
- If you use the Norstar Voice Mail interface 9 is the default Broadcast message address

Note: Broadcast messages are not sent to Information or General Delivery mailboxes.

To send a Broadcast message you must follow the procedures that apply to the interface you use. For information about checking what interface you use, see the *CallPilot Reference Guide*.

To record and send a Broadcast message - Norstar Voice Mail

1 Press [Feature] 9 8 1.
If you are recording a Broadcast message from a set that has a mailbox, press OTHR.

2 Enter the System Administrator Mailbox number and password.

3 Enter the Broadcast message address.
9 is the default Broadcast message address.

4 At the tone, record your Broadcast message and press OK to end your recording.

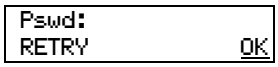
5 Press PLAY to listen to your Broadcast message before sending it
or
press OK to accept your recording
or
to press RETRY to re-record your Broadcast message.
Your message is delivered to all initialized mailboxes
or
press [Cancel] or * to cancel sending the Broadcast message.

6 Press [Cancel] to end the session.

To record and send a Broadcast message - CallPilot

1 Press [Feature] 9 8 1.

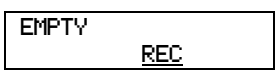
2 Enter the System Administrator mailbox number and press OK or #.



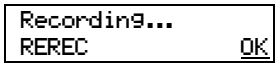
3 Enter the System Administrator mailbox password and press OK or #.
A mailbox summary is announced.

4 Press COMP or 7 5 to enter the Compose Message option.

5 Enter the Broadcast message address and press OK or #.
9 0 0 is the default Broadcast message address.
The Broadcast message address changes if you change the Group List leading digit.



6 Press REC or 5 and record the Broadcast message at the tone.



7 Press OK or # to end your recording
or
press REREC to erase and re-record the Broadcast message.

8 Press PLAY or 2 to listen to your message
or
press SEND or 7 9 to send the Broadcast message
or
press DEL or 7 6 to erase and re-record the Broadcast message.

9 Press ☎ to end the session.

Information mailbox messages

Your business or departments within your business can use Information mailboxes to provide callers with messages and announcements. You or another person responsible for the Information mailbox can record and update the Information mailbox message.

You can use Information mailbox messages to:

- announce sales
- provide product lists
- announce special events

Make it easy for callers to access Information mailbox messages by mentioning the Information mailbox in the Automated Attendant, or by asking the operator to route enquiries to the Information mailbox.

Callers cannot leave messages in an Information mailbox. Callers automatically disconnect after they listen to an Information mailbox message.

About recording an Information mailbox message

Before you record an Information mailbox message, you must determine what the message includes. As you prepare the message, be sure to include important times and dates.

For example: *"Paddy's Dance Studio proudly presents an extravaganza of dance. The entertainment begins at 8:00 pm on the fourth of July. Toddlers tap is in the White Room. Folk dance is in the Green Room. Classical ballet is in the Pink Room. Contemporary jazz is in the Blue Room. The studio and recital rooms are located at 222 Main Street."*

Write the message down and practice reading it aloud. When you are confident the message includes everything you want it to, record the message. If you use a phone system with bilingual capability, you must record the Information mailbox message in both languages.

An Information mailbox message can be either a Primary or an Alternate mailbox greeting. Use the procedure "Recording an Information mailbox message" on page 153 to record an Information mailbox message.

The messages you record must be longer than three seconds. The system times out after five seconds of silence.

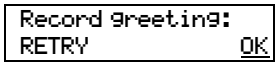
Recording an Information mailbox message

To record an Information mailbox message you must follow the procedures that apply to the interface you use. For information about checking what interface you use see the *CallPilot Reference Guide*.

To record an Information mailbox message

1 Press [Transfer] [9] [8] [1].
Follow the voice prompts or the display button options to open the Information mailbox. Do not enter your mailbox number or password. Enter the mailbox number and password of the Information mailbox.

2 Press REC or [1] and record the message at the tone.



3 Press OK or [#] to end the recording.

4 Press OK or [#] to accept the recording
or
press PLAY or [1] to listen to the greeting
or
press RETRY or [2] to rerecord the greeting.

5 Press [End] to end the session.

Chapter 8
CallPilot operations

You must reset the CallPilot system if you:

- change the type of phone system you use
- change the extension number length

About resetting CallPilot

Warning:
Resetting CallPilot erases all Company Greetings, Greeting Tables and mailbox information, including mailbox messages. After you reset CallPilot you must immediately initialize CallPilot.

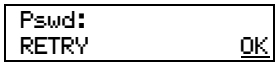
To reset CallPilot

1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

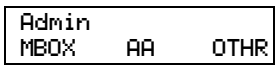
1 If you use a Business Communications Manager system:

a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

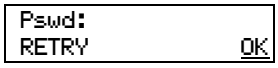
b Enter the user password, and press OK.



If you reset CallPilot before you do the initial setup, enter the default password 0000.

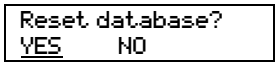


2 Press [1].
This option does not appear as a display button option.

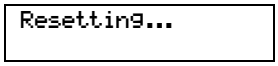


3 Enter 7 3 4 6 7 8 2 5 5 (Reinstall) and press OK.

To keep your system secure, keep this password secret.



4 Press YES.



5 As CallPilot resets the display shows: Resetting ...

6 After the system reboots, the display shows the time and date. The CallPilot system takes approximately three minutes to reboot.

Initializing CallPilot

You must initialize CallPilot immediately after you reset the system.

To initialize CallPilot

1 Press [e] [9] [8] [3].

Log: QUIT RETRY OK

2 Enter [2] [6] [6] [3] [4] [4] (Config) and press OK.

App: Voicemail CHNG NEXT

3 Press NEXT.

Bilingual? YES NO

4 Press YES or NO.
If you do not choose bilingual operation, step 5 does not appear.

Primary lang? ENG FRE

5 Select a primary language.

Group lists? Y CHNG NEXT

6 Press CHNG to toggle between Y and N.
Select Y if you want to enable Group Lists.

Group lists? Y CHNG NEXT

7 Press NEXT.
If you do not enable Group Lists step 8 does not appear and you go to step 9.

Leading digit: 9 CHNG NEXT

8 The default Group List leading digit is 9.
Press CHNG if you want to enter a new Group List leading digit
or
press NEXT.

Primary UI: xxx CHNG NEXT

9 If you want to change the primary interface press CHNG
or
Press NEXT.

Primary UI: CP CHNG NEXT

10 Press NEXT.

Primary UI:NVM CHNG NEXT

11 Press CHNG to toggle the setting between Norstar Voice Mail and CallPilot
and press NEXT.

System config RETRY OK

12 Press OK.

Configuring...

13 The display shows Configuring...
Initialization takes about three seconds.

System ready

Exit

14 When the system is initialized, the display shows:
System ready
and
Exit
and then shows the time and date.

Resetting the System Administrator password

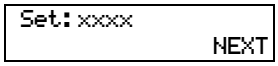
You can reset the System Administrator password if you forget it. This is the password that you use for administrative functions. The default password is 0000. After you reset the System Administrator password, you must log on and change the password immediately to prevent a security breach.

To reset the BCM System Administrator password

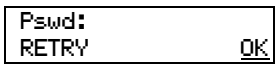
If you use a Business Communications Manager system, there is no dedicated or default CallPilot Administrator user ID and password. For Business Communications Manager, you can create users with CallPilot rights and you can change the users' passwords in Element Manager. For more information, see the *BCM Administration Guide*.

To reset the System Administrator password for CallPilot 100/150

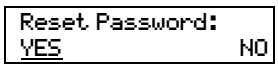
1 Press [✆] [9] [8] [5].



2 Press [9].



3 Press [7] [3] [7] [3] [8] [7] [6] [7] [7] [9] [3] (Resetsmpswd) and press OK or [#].



4 Press YES or [#].

Operator settings

With the Operator settings you can:

- set the Operator status to On or Off
- change the Operator password
- reset the Operator password
- set the Business Status
- assign CallPilot Line answering
- change Automated Attendant Status

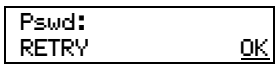
Setting the Operator status

Set the Operator status to Yes when your receptionist or operator is available to respond to callers. Set the Operator status to No when your receptionist or designated operator goes for a break, lunch, or leaves in the afternoon.

When the Operator Status is set to No, a caller who requests an Operator is informed the Operator is not available, and is transferred to the Automated Attendant to dial another extension or leave a message.

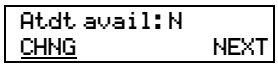
To set the Operator status

1 Press [e] [9] [8] [2].



2 Enter the default operator password [6] [7] [3] [7] [2] [8] [6] [7] (Operator)
and press OK.

To change the Operator password, see "Changing the Operator password" on page 161.



3 Press CHNG to select Y or N.

4 Press [~] to end the session.

Changing the Operator password

You can change the Operator password at any time. It must be between four and eight digits, and cannot begin with a zero.

To change the Operator password

1 Press [e] [9] [8] [2].

Pswd:
RETRY OK

2 Enter the Operator password, or the default Operator password [6] [7] [3] [7] [2] [8] [6] [7] (Operator) and press OK.

Choose Operation
OPER MODE

3 If you are using a Business Communications Manager system, press OPER

Atdt avail: N
CHNG NEXT

4 Press [7].

Pswd:
RETRY OK

5 Enter a new Operator password between 4 and 8 digits and press OK.

Atdt avail: N
CHNG NEXT

6 Press [☎] to end the session.

Resetting the Operator password

You can reset the Operator password if it is forgotten. Resetting the Operator password resets the Operator password to the default of [6] [7] [3] [7] [2] [8] [6] [7] (Operator).

1 Press [e] [9] [8] [5].

Set: xxxx
NEXT

2 Press [7].

Pswd:
RETRY OK

3 Press [7] [3] [7] [3] [8] [6] [7] [3] [7] [7] [7] [9] [3] (Resetoperpswd) and press OK or [#].

Reset Password:
YES NO

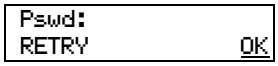
4 Press YES or [#].

Changing the Operator default extension

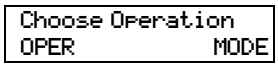
When callers request to speak to your company Receptionist or Operator, CallPilot transfers the call to the Operator's extension. You can change the receptionist or designated Operator extension number. Callers can request to speak to your company receptionist or designated Operator if the Automated Attendant voice prompt announces the option and the Operator Status is set to Yes.

To change the Operator default extension

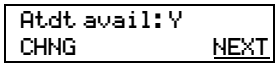
1 Press [phone] 9 8 2.



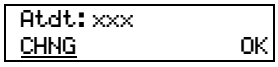
2 Enter the Operator password and press OK.



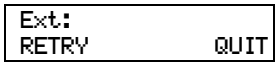
3 If you are using a Business Communications Manager system, press OPER



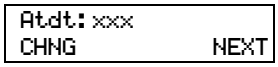
4 Press NEXT until you see the display in step 4.



5 Press CHNG.



6 Enter the Operator extension.



7 Press [phone] to end the session.

Callers who request the Operator are transferred to the new extension. If the Operator does not answer, the call is transferred to the General Delivery Mailbox.

Setting the Business Status

The Business Status setting overrides the Morning, Afternoon, and Evening Greeting Tables.

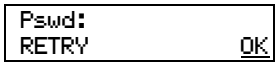
If you set the Business Status to Yes, greetings are played according to the time scheduled in the Greeting Tables. For example, if Business Status is set to Yes, the Morning, Afternoon and Evening Greetings play automatically according to the start times programmed in the Greeting Tables.

When the receptionist sets the Business Status to No at the end of the business day or prior to the weekend, the Non-business hours Greeting plays until the receptionist sets the Business Status to Yes.

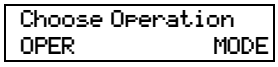
Have the receptionist or designated Operator change the Business Status to Yes in the morning when your company opens. At the end of the business day, have the Receptionist or designated Operator set the Business Status to No.

To set the Business Status

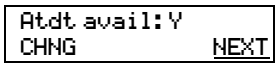
1 Press ✆ 9 8 2.



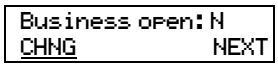
2 Enter the Operator password and press OK.



3 If you are using a Business Communications Manager system, press OPER



4 Press NEXT.



5 Press CHNG to toggle between Y and N.

6 Press ☎ to end the session.

Changing greetings or the Business Status from a remote telephone

You can change a greeting or the Business Status from the dialpad of external tone dial telephone. You must do remote administration through the System Administrator Mailbox. For information about remote administration, see the *CallPilot Reference Guide*.

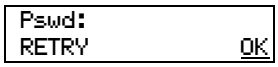
Setting up line answering

CallPilot can answer all your Central Office (CO) lines included in line configuration. You can designate whether or not CallPilot answers your company lines. When Answer Lines is enabled, CallPilot answers the incoming calls and presents each caller with the Company Greeting and the Automated Attendant menu. When Answer Lines is disabled, CallPilot does not answer incoming calls. Your receptionist must answer and route incoming calls.

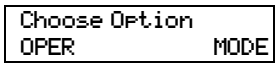
For more information about line configuration, see "Configuring line answering" on page 94.

To assign Answer Lines

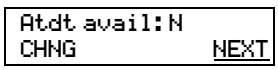
1 Press ✆ 9 8 2.



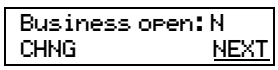
2 Enter the Operator password and press OK.



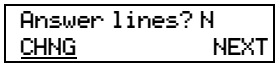
3 If you are using a Business Communications Manager system, press OPER.



4 Press NEXT.



5 Press NEXT.



6 Press CHNG.
If you set Answer Lines to N the display shows:Disabling...
If you set Answer Lines is set to Y the display shows: Enabling...

7 Press ☎ to end the session.

Setting the Automated Attendant status

The Automated Attendant plays after the Company Greeting and after a caller leaves a message in a mailbox. The Automated Attendant gives callers a list of options, such as entering a mailbox number, accessing the Company Directory, or reaching the Operator. You can turn the default Automated Attendant off at any time and record a customized menu prompt. For more information about recording customized menu prompts, see "About Company Greetings" on page 85.

When the Return to Automated Attendant status is set to No, callers do not have any options after they leaving a message. Callers hear the voice prompt *"Message delivered. Exiting the system, good-bye"*, and the call ends.

You can set the Automated Attendant prompt to No to prevent callers from having lengthy CallPilot sessions, or if you use CallPilot behind a private exchange system.

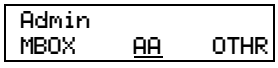
To change the Automated Attendant status

1 If you use CallPilot 100/150:
Press [transfer] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

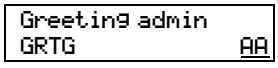
a Press [transfer] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

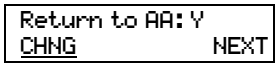


2 Press AA.

3 Press GRTG.



4 Press AA.



5 Press CHNG.
If you select N callers cannot return to the Automated Attendant Menu prompt after they leave a message.

6 Press [end] to end the session.

CallPilot default system options

You can change these default CallPilot system options:

- "Language availability" on page 166
- "Group List leading digit" on page 167
- "Voicemail" on page 169
- "Company Directory" on page 171
- "Outdialing" on page 173
- "General Delivery Mailbox" on page 174
- "Minimum Message Length" on page 175
- "Enabling a keycode" on page 176
- "External Mailbox Initialization" on page 177

Language availability

You can disable or enable the CallPilot bilingual option that is assigned during installation. You can change the Primary Language on a bilingual CallPilot system.

CallPilot 100/150 can use up to two languages. Business Communications Manager can use all the available languages. You can configure a Business Communications Manager system, at anytime, to use any of the available languages.

If you disable bilingual operation or change the Primary Language choice on a bilingual system, the change affects:

- language designations for Greetings assigned to the Automated Attendant
- voice prompt selections for callers who use the Automated Attendant
- voice prompt selections for callers who transfer to mailbox greetings

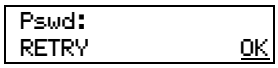
To change the language availability and the Primary and Alternate Languages

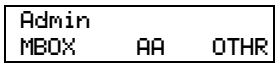
1 If you use CallPilot 100/150:
Press [✆] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

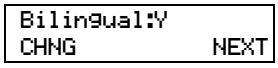
a Press [✆] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

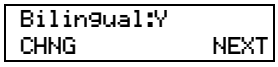




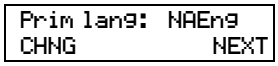
2 Press [2].
This option does not appear as a display button option.



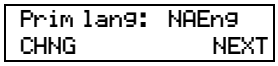
3 Press CHNG if you want to toggle the bilingual option between Y and N.
Steps 4 and 5 appear only if you have the bilingual option enabled.



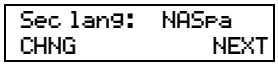
4 Press NEXT if you want to change the primary language.



5 Press CHNG to toggle the primary language choices.
In this example, North American English is the primary language.



6 Press NEXT.



7 Press CHNG to toggle the secondary language choices.
In this example, North American Spanish is the secondary language.

8 Press [✆] to end the session.

Group List leading digit

When CallPilot is installed, a number from 0 to 9 is assigned as the Group List leading digit. The default Group List leading digit is 9, and 901 to 999 is your range of Group Lists.

You can change the Group List leading digit. If you change the leading digit to 5, the Group List numbers change to 501 to 599. The Group List numbers are always three digits long.

Note: You cannot change the Group List leading digit to a number that conflicts with mailbox numbers. For example, if your company has mailboxes ranging from 500 to 720, you cannot choose 5, 6 or 7 as the Group List leading digit.

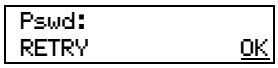
To change the Group List leading digit

1 If you use CallPilot 100/150:
Press [ ] 9 8 3 .
Enter the System Manager mailbox number and password, and press OK.

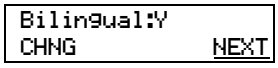
1 If you use a Business Communications Manager system:

a Press [ ] 9 8 3 .
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

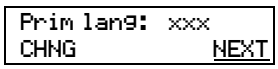
b Enter the user password, and press OK.



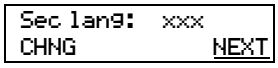
2 Press 2 .
This option does not appear as a display button option.



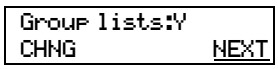
3 Press NEXT.



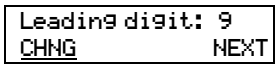
4 Press NEXT.



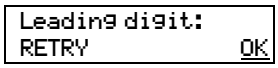
5 Press NEXT.



6 Press NEXT.



7 Press CHNG.



8 Enter the new leading digit and press OK.

9 Press [ ] to end the session.

Voicemail

Voicemail is enabled by default. You can disable or re-enable voice mail at any time. When voice mail is enabled, callers who reach an extension that is not answered or is busy transfer to the extension's mailbox.

If you disable voice mail:

- external callers cannot leave a message in a mailbox

- external callers who use the Automated Attendant can still access Information Mailboxes or press 0 to reach the Operator
- Subscribers can still record and send messages from their mailbox to other CallPilot mailboxes
- CallPilot users still can leave a message in a mailbox using the Leave Message feature (✆ 9 8 0)
- CallPilot users still can transfer internal calls to another mailbox using the Voicemail Transfer feature (✆ 9 8 6)

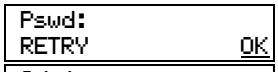
To enable or disable voice mail

1 If you use CallPilot 100/150:
Press ✆ 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

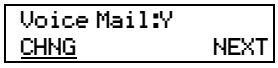
1 If you use a Business Communications Manager system:

a Press ✆ 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.



2 Press 4.
This option does not appear as a display button option.



3 Press CHNG to toggle between Y and N.

4 Press ☎ to end the session.

Company Directory

The Company Directory is an internal voice and text list of the names of mailbox owners with initialized mailboxes who are included in the directory. Callers can use the Company Directory to search for mailboxes by a recorded or a text name. The Company Directory is enabled by default.

You can set whether callers can search the Company Directory by first name, last name or first and last names. For example, if a caller enters James, the names Jesse James and James Bond appear if the Company Directory option specifies both first and last names.

If you disable the Company Directory:

- the DIR button option does not appear on two line display telephones when a subscriber sends a message from their mailbox or uses the Leave Message feature (9 8 0)
- the prompt "*Press # to use the Directory"* does not play:
  - to callers who use the Automated Attendant
  - to subscribers who send a message from their mailbox or use the Leave Message feature (9 8 0)

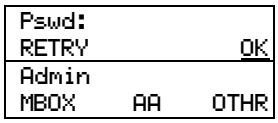
To enable or disable the Company Directory

1 If you use CallPilot 100/150:
Press 9 8 3 .
Enter the System Manager mailbox number and password, and press OK.

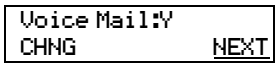
1 If you use a Business Communications Manager system:

a Press 9 8 3 .
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

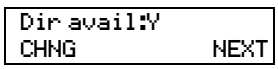
b Enter the user password, and press OK.



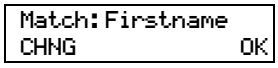
2 Press 4 .
This option does not appear as a display button option.



3 Press NEXT.



4 Press NEXT to choose a search mode
or
press CHNG to toggle between Y and No.



5 Press OK to search by first name
or
press CHNG to select last name or first and last names.

6 Press ☎ to end the session.

Outdialing

You can designate the maximum number of voice channels that CallPilot can use at one time to place outgoing calls. The default number of voice channels assigned for outdialing is one (1).

Outdialing calls are placed when you use Off-premise Message Notification, Outbound Transfer or AMIS networking.

Set Outdialing channels to no more than half of the total channels available on CallPilot. Ensure you reserve enough channels to accommodate incoming calls.

Note: Enable Outbound Transfer only for users who require this feature. Outbound Transfer increases the likelihood of unauthorized use of the CallPilot system.

For more information on Off-premise Message Notification and Outbound Transfer features, see "Class of Service values" on page 29.

To designate the number of channels for outdialing

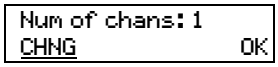
1 If you use CallPilot 100/150:
Press [⌂] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

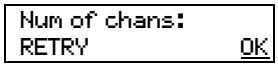
a Press [⌂] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

2 Press [5].
This option does not appear as a display button option.



3 Press CHNG.



4 Enter the number of channels, between 1 and 4, that you want to use for outdialing and press OK.

5 Press [☎] to end the session.

General Delivery Mailbox

The General Delivery Mailbox is your company mailbox. Messages can be left in the General Delivery Mailbox for:

- employees who do not have their own mailbox
- external callers using a a rotary dial telephone

The General Delivery Mailbox is enabled by default. You can enable or disable the General Delivery Mailbox as required by your company.

If you disable the General Delivery Mailbox:

- external calls that are usually directed to the General Delivery Mailbox are not allowed
- the Automated Attendant does not transfer external callers to the General Delivery mailbox. External callers are directed back to the Automated Attendant or a CCR prompt, or their call is disconnected after they leave a message.

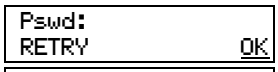
To enable or disable the General Delivery Mailbox

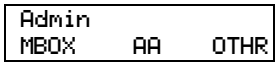
1 If you use CallPilot 100/150:
Press [ ] 9 8 3 .
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

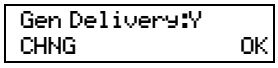
a Press [ ] 9 8 3 .
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.





2 Press 6 .
This option does not appear as a display button option.



3 Press CHNG to toggle between Y and N
or
press OK to accept the setting.

4 Press [ ] to end the session.

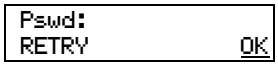
Minimum Message Length

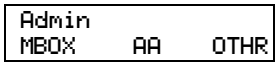
1 If you use CallPilot 100/150:
Press [phone] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

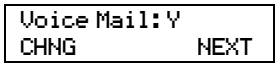
a Press [phone] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

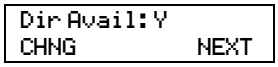




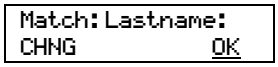
2 Press 4.
This option does not appear as a display button option.



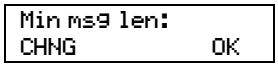
3 Press NEXT.



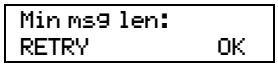
4 Press NEXT.



5 Press OK.



6 The default message length of 3 seconds (3000 milliseconds|) is shown.
Press CHNG to change the value.



7 Enter a value between 500 and 3000 as the minimum message length and press OK.
500 equals half a second (500 millisecond) and 3000 equals 3 seconds (3000 milliseconds).

8 Press [phone] to end the session.

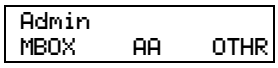
Enabling a keycode

With keycodes, you can add more CallPilot mailboxes or options to your system. Contact your vendor if you want to trial or purchase a keycode.

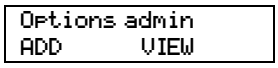
If you use a Business Communications Manager system, you enable a keycode through Element Manager or a telset. Refer to the *Business Communications Manager Keycode Installation Guide* for more information.

To enable a keycode

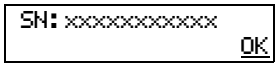
1 If you use CallPilot 100/150:
Press [*] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.



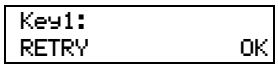
2 Press [4] [4].
This option does not appear as a display button option.



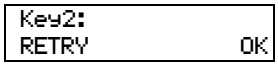
3 Press ADD to display the system identification number
or
press VIEW to view the options that are enabled on the CallPilot system.



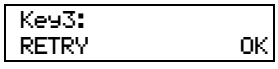
4 The display shows the system identification number.
Press OK.



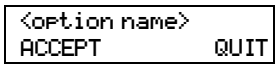
5 Enter the first eight numbers of the software authorization code and then press OK.



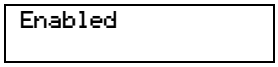
6 Enter the second eight numbers of the software authorization code and then press OK.



7 Enter the last eight numbers of the software authorization code and then press OK.



8 Press ACCEPT to enable the keycode.



9 The display shows that the software authorization code is enabled.

External Mailbox Initialization

External mailbox initialization is not enabled by default. This is a security feature that makes it more difficult to tamper with or gain access to the mailboxes fraudulently. When external mailbox initialization is disabled, mailboxes can be initialized only from an internal telephone.

Subscribers who try to access an uninitialized mailbox from an external number are denied access. After the subscriber initializes their mailbox from an internal telephone, they can access their mailbox from any tone dial telephone.

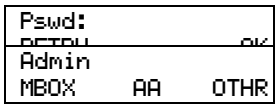
To enable or disable External Mailbox Initialization

1 If you use CallPilot 100/150:
Press [ ] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

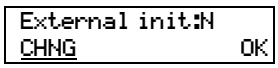
1 If you use a Business Communications Manager system:

a Press [ ] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

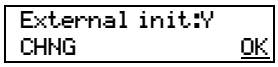
b Enter the user password, and press OK.



2 Press 7 7.
This option does not appear as a display button option.



3 Press CHNG to toggle between Y and N.



4 Press OK.

5 Press [ ] to end the session.

Chapter 9
Dialing Translation

About Dialing Translation

Dialing translation is a process by which the number of an incoming call from a public network is translated by a translation table into a number that can be recognized and dialed on the local network using the Reply feature.

For Dialing Translation to occur, you must create a Dialing Translation Table that recognizes the digits of an external number and translates them into a number that can be dialed by the system. The business telephone system also consults the restrictions and schedules tables prior to dialing the number.

The Dialing Translation Tables are necessary only for the Reply feature. CallPilot does not require the tables in order to function normally.

How the Dialing Translation Table works

A phone number is derived from information attached to an incoming Caller ID message. The number is then searched for by the CallPilot in the Dialing Translation Table. If the leading digits of the telephone number match a Dialing Translation Table Input value (the number CallPilot searches for in the Dialing Translation Table), the Output value is substituted for the Input value. This change results in a telephone number that can be dialed on the local network. Changing the number usually involves removing an area code or inserting an access code, based on the dialing rules of the local network. For example, if a local number is prefixed with the long distance code 1, it is removed by the Dialing Translation Table.

The Dialing Translation process is immediate so calls do not take any longer to dial. Some telephone numbers do not need to be changed before dialing. CallPilot functions without a Dialing Translation Table.

Phone number Translation

The Dialing Translation Table must define each possible case where a change is needed to allow the number to be dialed on the local network.

The Dialing Translation Table changes Network extensions into numbers that can be dialed on the local network. The Network extension form of a phone number is the usual form in which the number appears. For example, the phone number 403-555-5050, in its Network extension form, must be translated into a number that can be dialed on the local telephone network. The Dialing Translation Table follows the rules required to make the call.

Examples of Dialing Translation Tables

The following tables are examples of Dialing Translation Tables and how they function. Every Dialing Translation Table entry consists of an Input value column and an Output value column. The values in the Input column represent the leading digits of the Network extensions which, if matched, are replaced by the corresponding value in the Output column. The * after a value signifies any digits in the telephone number that remain to be dialed. CallPilot automatically adds the * after every Input and Output value. The longest input value that matches the CLID information is used for translation.

A telephone number either matches or does not match a specific Input value.

An example of a Dialing Translation Table from a site in metropolitan Toronto

INPUT	OUTPUT	Explanation
011*	011*	The Table does not attempt to translate international telephone numbers.
416*	416*	The Table removes the 416 area code and dials all calls as 7 digits.
905206* 90527* etc. (135 more entries)	905206* 90527* etc. (135 more entries)	These telephone exchanges can be dialed as local (no long distance charges) 10 digit calls from the 416 area.
905*	1905*	All other 905 numbers not listed in the Input column above are long distance numbers and must be dialed as 11 digit long distance numbers.
*	1*	Any numbers that start with digits other than 011, 416 and 905 are long distance, and have 1 added as a prefix.

A sample Dialing Translation Table from a site with area code 206 near the border with area code 360

INPUT	OUTPUT	Explanation
011*	011*	The Table does not attempt to translate international telephone numbers.
20644* 206626* etc. (40 more entries)	44* 626* etc. (40 more entries)	Due to the site location, some calls can be dialed as local 7 digit numbers.
206*	1206*	All other 206 numbers require 11 digit long distance dialing.
360224* 360227* 360472*	360224* 360227* 360472*	These 360 numbers can be dialed as 10 digit local numbers...
360*	1360*	... but all other 360 numbers are 11 digits long distance numbers.
*	1*	All numbers starting with other than 011, 206 and 360 are long distance and have 1 added as a prefix.

An example of a Dialing Translation Table from a site in Mountainview, California

INPUT	OUTPUT	Explanation
		The Dialing Translation Table is empty. The local network in Mountainview supports 10 digit national dialing with recognized long distance charging. In situations like the Mountainview example, there is no need to build a Dialing Translation Table.

Network Access

The Dialing Table Translation results in a number that can be dialed on the local network. The final step is to prefix any digits required to reach the local network from your Norstar system. For systems that are behind a PBX or PABX, typically in North America 9 must be prefixed to the telephone number. For systems attached to Central Office (CO) lines no digits need to be prefixed.

Dialing Translation properties

Dialing Translation is controlled by four properties:

Long distance access code

This prefix, if specified, is removed from any numbers entered by the subscriber if it is not needed to make the call. This simplifies the creation of the Dialing Translation Table. For North America, set the long distance access code to 1. The default for this parameter is none. The field for this parameter is a maximum of 1 digit.

Area code

If the phone number entered appears to be missing an area code, an area code is prefixed to the number. The area code is considered missing if the number has fewer than 10 digits. The default for this parameter is none. The field for this parameter is a maximum of 6 digits. If this parameter is set to none, no area code is prefixed to the telephone number.

Access code

In North America, the access code is usually 9. This number is prefixed to all numbers after Translation to access the local telephone network. If your system is attached directly to CO lines, set the Access Code to none. The default for this parameter is none. The field for this parameter is a maximum of 2 digits.

Reply translation

If set to N (no), the caller must manually trim the Caller ID message information for the number to be dialed on the local network. If the reply translation is set to Y (yes), then the Reply feature uses the Dialing Translation Table to dial the call. The default for this parameter is N.

To make it easier for subscribers, set the Reply Translation to Y if a Dialing Translation Table is created. If a Dialing Translation Table is not created, set the Reply Translation to N.

Setting Dialing Translation properties

Setting the Dialing Translation properties makes it easier to build a Dialing Translation Table. It is not a prerequisite to set the Dialing Translation properties to operate CallPilot.

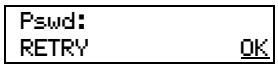
To set the Dialing Translation properties

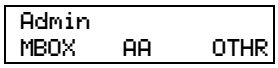
1 If you use CallPilot 100/150:
Press [phone] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

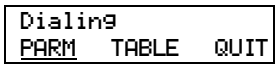
a Press [phone] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

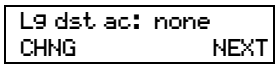




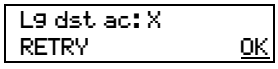
2 Press 8 8. This option does not appear as a display button option.



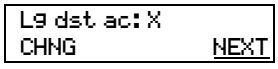
3 Press PARM.



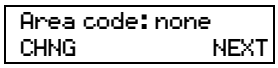
4 Press CHNG and enter the long distance access code
or
press NEXT if you do not want to set this property and go to step 7.



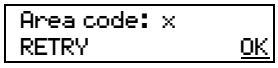
5 Press OK to accept the long distance access code.



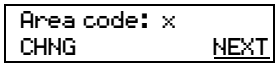
6 Press NEXT.



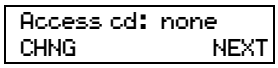
7 Press CHNG and enter the area code
or
press NEXT if you do not want to set this property and go to step 10.



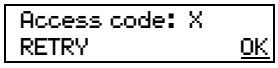
8 Press OK to accept the area code.



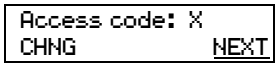
9 Press NEXT.



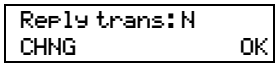
10 Press CHNG and enter the access code
or
press NEXT if you do not want to set this property and go to step 13.



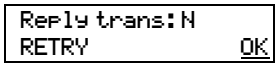
11 Press OK to accept the access code.



12 Press NEXT.



13 Press CHNG to toggle the settings between Y and N.



14 Press OK to accept the reply translation setting.

15 Press ☎ to end the session.

Building a Dialing Translation Table

To build a Dialing Translation Table, you must enter an Input value and an Output value for each entry. The Input value is the number that the CallPilot 100/150 looks up in the Dialing Translation Table. If the corresponding entry matches, the system substitutes the Output value for the Input value. The resulting number is ready to dial on the local network. Refer to "An example of a Dialing Translation Table from a site in metropolitan Toronto" on page 180.

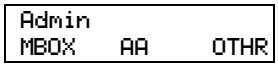
To build a Dialing Translation Table

1 If you use CallPilot 100/150:
Press [phone] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

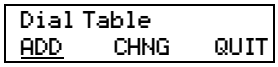
a Press [phone] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

b Enter the user password, and press OK.

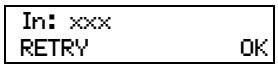


2 Press 8 8. This option does not appear as a display button option.

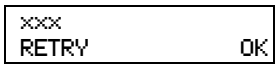
3 Press TABLE.



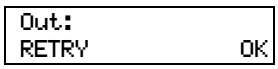
4 Press ADD.



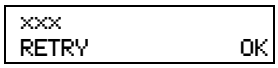
5 Enter an input value up to 14 digits.



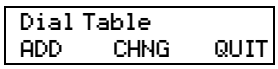
6 Press OK to accept the input value
or
press RETRY and enter a new input value.



7 Enter an output value up to 15 digits.



8 Press OK to accept the output value
or
press RETRY and enter a new output value.



9 Press [phone] to end the session.

Reviewing entries in the Dialing Translation Table

You can review Dialing Translation Table entries at any time.

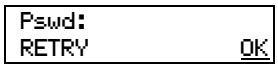
To review Dialing Translation Table entries

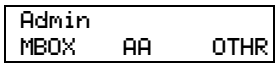
1 If you use CallPilot 100/150:
Press [Transfer] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

a Press [Transfer] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

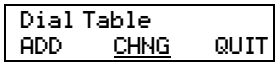
b Enter the user password, and press OK.



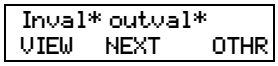


2 Press 8 8.
This option does not appear as a display button option.

3 Press TABLE.



4 Press CHNG.



5 Press NEXT to view the next entry in the table.
Inval* outval* is an example of a Table entry.

If there are more than 16 digits for Input and Output values, you can press VIEW to see the remaining digits.

6 Press [End] to end the session.

Changing a Dialing Translation Table entry

After you build a Dialing Translation Table you can change the Output value of an entry at any time.

You cannot change the Input value of an entry. You must delete the entry and create a new entry with new Input and Output values. Refer to "Deleting a Dialing Translation Table entry" on page 187.

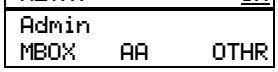
To change an entry in the Dialing Translation Table

1 If you use CallPilot 100/150:
Press [Transfer] 9 8 3.
Enter the System Manager mailbox number and password, and press OK.

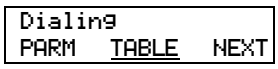
1 If you use a Business Communications Manager system:

a Press [Transfer] 9 8 3.
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

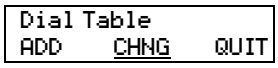
b Enter the user password, and press OK.



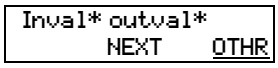
2 Press 8 8.
This option does not appear as a display button option.



3 Press TABLE.

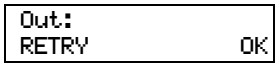


4 Press CHNG.

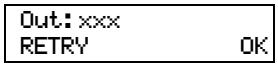


5 Press OTHR.
Inval* outval* is an example of a Table entry.

6 Press CHNG.



7 Enter a new output value up to 15 digits.



8 Press OK to accept the output value
or
press RETRY to enter a new output value.

9 Press [End] to end the session.

Deleting a Dialing Translation Table entry

You can delete an entry in the Dialing Translation Table at any time. To find the entry you want to delete, see "Reviewing entries in the Dialing Translation Table" on page 185.

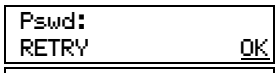
To delete an entry in the Dialing Translation Table

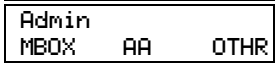
1 If you use CallPilot 100/150:
Press [Menu] [9] [8] [3].
Enter the System Manager mailbox number and password, and press OK.

1 If you use a Business Communications Manager system:

a Press [Menu] [9] [8] [3].
Enter the telset User ID that has voice mail administration rights, and press OK.
For information about creating a user with voice mail administration rights, see the *BCM Administration Guide*.

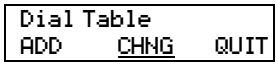
b Enter the user password, and press OK.



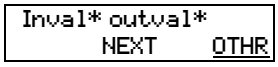


2 Press [8] [8].
This option does not appear as a display button option.

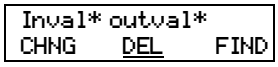
3 Press TABLE.



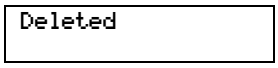
4 Press CHNG.



5 Press OTHR.
Inval* outval* is an example of a Table entry.



6 Press DEL.



7 This display appears briefly.
Repeat steps 5, 6, and 7 for each entry you want to delete.

8 Press [End] to end the session.

Chapter 10
Troubleshooting CallPilot

This chapter describes problems that can occur when you operate CallPilot, and possible solutions.

The Auto Attendant does not answer calls

- Verify that you have assigned lines to the Greeting Table.
- All the channels can be busy. Try calling back. Your call is answered when a channel is available.
- If the channels are frequently busy, it indicates there is too much activity. Contact your advice line or sales representative.

CLID information is lost or CLID routing is not routing calls

Make sure that the Auto Attendant is set to answer after two or more rings. If you use analog lines, CLID information is not available until after the second ring. For information about setting the number of rings, see "Configuring line answering" on page 94.

The Auto Attendant transfers some callers to the General Delivery Mailbox

The system requires a tone dial telephone signal and a minimum voice level. The system waits for a caller to respond. If a response is not received, the call transfers to the receptionist or designated Operator. If they are not available, the call transfers to the General Delivery Mailbox. Calls also transfer to the General Delivery Mailbox if an extension does not have a mailbox.

For the system to transfer calls correctly, each mailbox must have a unique extension number. To verify that mailboxes have a unique extension number, print the Directory Report. You can print reports using CallPilot Manager. For more information see the *CallPilot Manager Set Up and Operation Guide*.

Greetings play at the wrong time of day

There are four possible causes for this problem:

1. The Business Status is not set to open. Refer to "Setting the Business Status" on page 162 for information.
2. The wrong greeting numbers are assigned to the Greeting Table.
3. The business hours are set incorrectly.
4. The system time and date are incorrect for your telephone system.

Greetings play on the wrong line

Verify that your lines are assigned correctly. If you find the information is incorrect, you must reassign lines to the Greeting Table. Refer to "Configuring line answering" on page 94.

A telephone cannot be forwarded to the system

If you try to forward your incoming calls to the system and the display shows `Forward denied`, it is possible that you are forwarding to the wrong extension number. Use Feature 985 to display the correct extension number for the system, and compare this number to the extension that you are trying to forward your telephone to.

Feature 981 produces a Log prompt on the telephone display

Whenever the Log prompt appears on the display, it can be caused by the telephone not having an assigned mailbox. If the extension does not have an assigned mailbox, CallPilot requests both a mailbox number and a password.

A subscriber cannot reply to an external caller or use Off-premise Message Notification or Outbound Transfer

An Outdial method must be assigned before a subscriber can reply to an external caller using the Reply feature, or use Off-premise Message Notification or Outbound Transfer. Before a subscriber can reply to a message from an external caller, an Outdial method must be assigned.

The default for Outdial method is None. Until you assign a line, line pool or route as the Outdial method for a mailbox, a subscriber can use the Reply feature to return calls from internal extensions only, and Off-premise Message Notification and Outbound Transfer for internal extensions only. Outbound Transfer capability is part of a subscriber's Class of Service. Refer to "Class of Service values" on page 29 for the Class of Service values for Outbound Transfer.

Telephone extension and mailbox numbers are different lengths

The mailbox number length must match the extension number length assigned to the system. If the extension number length is changed on the system, you must re-initialize and reprogram CallPilot.

The date and time are wrong

If the date and time are wrong, you must reset them through the telephone system. The CallPilot date and time is taken from the telephone system programming. For additional information, see your system documentation.

You cannot access a line or a line pool

Check that your system supports the feature you are trying to use. If calls are not completed when you try to reply to a CLID message or reach an Off-premise Message Notification number, ensure Outdialing is assigned, available and correctly configured. For more information see your system documentation.

Personalized greetings do not play

Personalized greetings do not play if a telephone is on Call Forward Busy or Call Forward All Calls to the CallPilot extension number. In these cases, Personalized greetings depend on the CLID information that is received prior to the second ring if you use analog lines. Personalized greetings do not play if the Auto Attendant is set to answer at 0 or 1 ring. The Primary or Alternate personal mailbox greeting plays instead. Change the number of rings to 2 or greater.

Mailboxes do not accept messages

A mailbox does not accept messages if:

- it is not initialized
- CallPilot message storage capacity is full

Messages are removed from a mailbox

If messages are removed, check the message retention period in the mailbox Class of Service. You can assign a class of service with a longer message retention period. Refer to "Class of Service values" on page 29 for the Class of Service values for message retention. To change the Class of Service to a Class of Service with a longer message retention period, see "Changing a mailbox" on page 51.

A subscriber lost the mailbox password

A forgotten password cannot be recovered. The password associated with the mailbox must be reset to the default password 0000. After a password is reset to the default, the mailbox owner must change it in order to use the mailbox. To reset a password, see "Changing a mailbox" on page 51. A mailbox owner cannot access their mailbox

A subscriber cannot access their mailbox

Each mailbox is assigned a maximum number of incorrect password attempts in its Class of Service. CallPilot records the number of incorrect attempts from the last time the mailbox was successfully accessed. If the number is exceeded the mailbox owner is locked-out and hears the message, ***"This mailbox is locked to prevent unauthorized access. Contact your administrator for assistance."*** The mailbox cannot be opened again until the you reset the password. To reset a password, see "Changing a mailbox" on page 51.

A mailbox is not in the Company Directory

Verify the mailbox is initialized. If the mailbox is not initialized, it does not appear in the Company Directory. Verify the Company Directory setting for the mailbox is set to Yes. Refer to "Changing a mailbox" on page 51.

Calls are directed to the wrong mailbox

Verify the correct extension is assigned to the mailbox.

A mailbox cannot be added to CallPilot

Ensure the mailbox is not already added. Mailbox numbers must be unique. Check that the number of mailboxes on your system has not been exceeded. CallPilot 150 can store a maximum of 300 subscriber mailboxes. CallPilot 100 can store a maximum of 40 subscriber mailboxes. A Business Communications Manager system can store up to 1000 mailboxes.

You cannot enter a name for a mailbox

You must enter names as last name, then first name or initial. All names must include a comma (,) that separates the last name from the first name or initial. The maximum length of the name, including the comma, is 16 characters. Refer to "Changing a mailbox" on page 51.

Incomplete messages are received in a mailbox, or "message delivered" plays while recording a message or a CallPilot session ends unexpectedly

These situations can be caused by a problem called Talk Off. Talk Off occurs if CallPilot interprets certain voice patterns as Dual Tone Multi Frequency (DTMF) dialing tones. DTMF dialing tones are produced when buttons are pressed on a touch dial telephone. When you press a button on the dialpad, CallPilot receives a DTMF dialing tone and performs the correct operation. For example, after you enter your mailbox password, you can press the pound(#) button. The DTMF dialing tone sent to CallPilot indicates you are finished entering your password.

Some voice patterns are the same as DTMF dialing tones. This can make CallPilot function incorrectly. For example, if in the middle of a message you say something that sounds like a DTMF dialing tone created by pressing the pound(#) button, the recording session ends. Correcting Talk Off requires adjustments to your CallPilot system. Call your advice line for more information.

You cannot create a Group List

The maximum number of Group Lists that can be created is 99. The CallPilot Group List must be enabled during installation. If the Group List feature is not enabled, you cannot create a Group List. To enable this feature, you must reset CallPilot. For instructions on resetting CallPilot, see "About resetting CallPilot" on page 155.

CallPilot does not accept a Path number for a CCR Tree

If you enter an incorrect digit while you are assigning a Path number, an error message appears. The possible causes are:

- You entered an incorrect Path number. You can use only numbers 1 through 8 as Path numbers. Do not use 0 or 9 as Path numbers.
- You tried to exceed the maximum number of levels.
- You are trying to access a level of a Tree whose previous level does not include a Menu node. You must add a Menu node to the first level to let callers move to the second level.

A CCR Tree cannot be deleted

A Tree cannot be deleted while it is in use. You must disable the Tree before you can delete it.

Note: For more information about deleting a CCR Tree, see "Deleting a CCR Tree" on page 135.

Interruptions while building or changing a CCR Tree

If you press ☎ by mistake, if there is a power outage, if the system times out while you are working on a CCR Tree, or if you exit the system without saving the CCR Tree you are working on, the CCR Tree data is saved to Tree 9. Tree 9 is designated as the Workspace for building or changing a Tree. The contents of Tree 9 are overwritten when you start to edit another CCR Tree.

A mailbox is full

Mailboxes have a Never Full Mailbox feature, which lets callers leave messages in the mailbox, even if the mailbox is "full". Messages are stored, but they cannot be accessed until the mailbox owner deletes some of the messages in the mailbox.

If more message time is required, you can change the mailbox Class of Service. For more information, see "Changing a mailbox" on page 51.

Deleting a mailbox

You cannot delete a mailbox that is used in a CCR Tree. If you delete a Mailbox node, any incoming messages for the Mailbox node are instead sent to the General Delivery Mailbox.

For more information about the General Delivery Mailbox, see "General Delivery Mailbox" on page 24.

CallPilot error messages

This table explains CallPilot error messages that appear on your display if you perform an incorrect action.

Message	Meaning
Already a member	Appears if you try add the same mailbox to a Group List twice. You cannot assign a mailbox to the same Group List twice.
Cannot delete	Appears if you try to delete a Special Mailbox. The System Administrator and General Delivery Mailboxes cannot be deleted.
Ext assigned	Appears if you try to assign an extension twice to the same mailbox, or if you try to assign an extension to more than one mailbox.
Extension needed	Appears if you have not assigned a an extension or if you have not assigned an extension from a Transfer node.
Incomplete tree	Appears if you try to enable a Tree before all the paths are added, or before all the mailboxes used in the Tree are initialized.
Info mailbox	Appears if you try to change an Information Mailbox.
Intro too short Rec too short (BCM)	Appears if the introduction to a message being forwarded is less than three seconds long. Business Communications Manager has the option of programming the minimum message length. The minimum message length may not be 3 seconds.

Message	Meaning
Invalid class	Appears if you enter an incorrect Class of Service while you are adding or changing a mailbox Class of Service.
Invalid ext	Appears if you enter an incorrect extension. You can check the extension number length or use the Company Directory.
Invalid glist	Appears if you enter an incorrect Group List number when you change or delete a Group List number.
Invalid greeting	Appears if you enter an incorrect Greeting Number. Greeting Numbers must be a number from 1 to 250.
Invalid key	Appears if the selected option is not valid for the command display shown.
Invalid line	Appears if you have an invalid line number.
Invalid mailbox	Appears if you enter an incorrect mailbox number, or if you have not assigned a mailbox to the requested extension. These calls are transferred into the General Delivery Mailbox.
Invalid number	Appears if you enter an incorrect line pool number, or an incorrect number of channels while configuring Outdialing. Also appears if you enter more than the maximum number of digits allowed for a telephone number (maximum is 30 digits).
Invalid password	Appears if you enter an incorrect mailbox password.
Invalid path	Appears if you enter an incorrect number for a Path. The Path number is a series of numbers where each number must be from 0 to 8. This message also appears if all the Paths on a Tree are assigned. The maximum number of Paths for a Tree is eight on each level.
Invalid time	Appears if you enter an incorrect time for setting up Off-premise Message Notification. This message also appears if you specify an invalid time for your business hours.
Invalid tree	Appears if you enter an incorrect number for a CCR Tree. The Tree number must be from 1 to 8.
Invalid Value	Appears when the value entered is not valid and/or does not fit within the expected range.
Line in use	Appears when assigning a line to Auto Attendant or Contact Center that has been programmed as an express messaging line for a mailbox.
Mailbox full	Appears if the maximum mailbox message storage time is reached. The mailbox message time is assigned as a Class of Service. A new message cannot be listened to until the old messages are deleted. This message appears when a mailbox owner first logs onto their mailbox.

Message	Meaning
Mailbox locked	Appears if a subscriber surpasses the maximum number of incorrect password attempts. The mailbox cannot be opened until the password is reset.
Mbox exists	Appears if an existing mailbox number is entered while adding a mailbox.
Mbox in CCR	Appears if you try to delete a mailbox assigned to a CCR Tree.
Mbox nearly full	Appears if the maximum message storage time is almost reached in a mailbox. This is determined by the Class of Service. Tell the subscriber to delete any unnecessarily stored messages in the mailbox. This message appears when a subscriber first logs on to the mailbox. Messages cannot be stored in this mailbox until some are deleted.
Mbox needed	Appears if you did not assign a mailbox to Lvmsg.
Mbox not init	Appears if an attempt is made to access a mailbox that is not initialized.
Msg needed	Appears if a message for Information node has not been recorded.
Must change pswd	Appears if you try to access a mailbox that is not initialized or the password has been reset. Initializing a mailbox includes changing the default password.
Must record name	Appears if a mailbox owner's name is not included in the Company Directory.
Name too long	Appears if you add or change a mailbox owner's name and the characters exceed the allowable limit of 16. The maximum length includes the comma.
No dir available	Appears if the Company Directory is empty. Either CallPilot mailboxes have not been initialized by the subscribers, or there are no mailboxes added to CallPilot.
No glist avail	Appears if the maximum number of Group Lists is assigned. The maximum number of Group Lists is 99.
No match	Appears if a mailbox owner is not found that is similar to the characters entered when using the Company Directory. Check the spelling of the mailbox owner's name.
No mbox avail	Appears if the maximum number of mailboxes is added to CallPilot. This number includes the System Administrator and General Delivery Mailboxes. The maximum number of subscriber mailboxes for CallPilot 150 is 300. The maximum for CallPilot 100 is 40. The maximum for Business Communications Manager is 1000.
No msg notify Not allowed (BCM)	Appears if Off-premise Message Notification is not enabled. Off-premise Message Notification is assigned in the Class of Service.
No party connect	Appears if you try to transfer a call before establishing an active call.

Message	Meaning
No previous msgs	Appears if the first message in a mailbox is playing, you enter the command to play the previous message.
Not allowed	Appears if: • a subscriber is not allowed access to a feature or Feature Code • a subscriber tries to access the Configuration or Operator Status feature codes • the message recorded has too many Forwards and Replies • a recorded message reaches its maximum number of segments. This is caused by repeatedly using “pause” and “continue” while recording a message • a Group List number is entered as a mailbox member of another Group List. A Group List number cannot be added to a Group List.
Not enabled	Appears if Group Lists are not enabled.
Not recorded	Appears if you try to play a Primary or Alternate Greeting before it is recorded.
Options cancel	Appears if you cancel Delivery Options while you are sending a message.
Out of space	Appears if the CallPilot Message Storage capacity is full. You must delete old messages from the General Delivery Mailbox and tell subscribers to delete any unnecessarily stored messages from their mailboxes.
Party not avail	Appears if a subscriber tries to use the Reply feature to reply to an external call, but there is no Caller ID (CLID) contained in the message left by an external caller.
Prompt needed	Appears if no prompts have been recorded for the Home menu node.
Pswd too long	Appears if a password exceeds eight digits. A password must be between four and eight digits long.
Rec too long	Appears if a recorded message is too long. Message or greeting length for a mailbox is determined by the Class of Service.
Rec too short	Appears if a recorded message is too short.
Speak up	Appears if you record a greeting or message and do not meet the minimum volume level. Do not use Handsfree. Speak directly into the handset of your telephone.
Vm busy	Appears if the maximum number of users are accessing CallPilot.

Chapter 11
CallPilot configuration tips

This chapter describes system configuration enhancements that maximize the efficiency of CallPilot.

Delayed answering by the Auto Attendant

The Auto Attendant can answer any call on specified Central Office (CO) telephone lines after a specified number of rings. CallPilot answers incoming calls if the Installer programs CallPilot to be the prime telephone for one or more designated CO lines. The Delay Ring Transfer (DRT) feature transfers unanswered calls on these lines to the Auto Attendant after the specified number of rings.

Note: DRT applies only to incoming calls on the assigned line. It does not affect extension calls between telephones.

Ringing lines and answer buttons

If two or more telephones have a ringing line appearance of the same incoming telephone line, and one of these telephones is programmed with the Call Forward All Calls (CFAC) or Call Forward No Answer (CFNA) forwarded to CallPilot features, incoming calls on the incoming telephone line are directed to the mailbox of the programmed telephone.

For example, if a marketing receptionist's telephone has a ringing line appearance of the marketing director's telephone, and the receptionist's telephone is call forwarded to CallPilot, incoming calls transfer to the receptionist's mailbox. This is also true if the receptionist's telephone is CFNA to CallPilot and the number of specified rings on the receptionist's telephone is fewer than the specified rings on the marketing director's telephone.

Note: CFAC and CFNA do not affect calls on a telephone's non-ringing lines. For example, if a receptionist's telephone has a non-ringing appearance of another telephone's CO line, and the receptionist's telephone is CFAC or CFNA to CallPilot, incoming calls on this line are not affected.

Ringing Answer button

If one or more telephones have a Ringing Answer Button for another telephone, and one of these is CFAC or CFNA to CallPilot, all incoming calls go to the mailbox of the call forwarded telephone.

If two or more of these telephones are CFAC to CallPilot, all calls go to the mailbox of the telephone that is connected to the lowest numbered station port on the system.

Using Call Forward All Calls (CFAC) and Call Forward No Answer (CFNA)

If a subscriber does not want to take any calls for a period of time, they can forward their telephone to their mailbox using CFAC. When forwarded, all calls to the mailbox owner's extension transfer to their mailbox.

To call forward to a mailbox, press [✆] [9] [8] [4].

To cancel call forward:

Press [✆] [#] [4]

or

press CANCEL

or

press [Call Fwd.]

Note: If you use CFAC you cannot have any lines or answer DNs programmed to ring at your set because these calls will go to your mailbox.

How to set up CallPilot for different businesses

There are several ways to set up CallPilot in your company. How you set up CallPilot depends on what telephone system, and how many CO lines you use.

Here are examples of CallPilot configurations for a small and a medium company, and some useful application tips.

CallPilot for a small business

On Your Toes Dance Studio

CallPilot is the Call Forward No Answer (CFNA) extension for all the telephones in the office. This means that any call that is not answered by a mailbox owner transfers to their mailbox.

Each mailbox owner has buttons programmed on their display telephone for the CallPilot Leave Message feature (9 8 0) and the Open Mailbox feature (9 8 1). This gives easy access to these frequently used features.

Employees have a mailbox number that is the same as their telephone extension. All mailbox owners have initialized their mailbox and recorded a Personal Mailbox Greeting.

The central receptionist

The On Your Toes Dance Studio's receptionist handles all calls from the studio's published telephone number. If the receptionist does not answer the telephone within four rings, the Auto Attendant answers the call. The receptionist is also the designated Operator. Whenever a caller presses 0 to speak with the operator, the call transfers back to the receptionist.

Here is how On Your Toes Dance Studio's communication system works.

The On Your Toes Dance Studio's public telephone number is 555-2468. The studio subscribes to custom calling services from the telephone company. This number forwards to any available (non-busy) line in a group of six lines. All six lines appear on the receptionist telephone.

CallPilot is the Prime Set for each of the six lines. The Delayed Ring Transfer feature (DRT) to Prime is set to Yes, and the DRT Delay is set to four. DRT forwards unanswered lines to the Auto Attendant.

Note: Delayed Ring Transfer is a telephone system-wide call handling feature. All lines programmed as DRT to Prime are forwarded after four rings. This is done by setting the Prime Set of the line to the CallPilot extension.

Greeting Table 1 for On Your Toes

Greeting 1	*"Good morning. You have reached On Your Toes Dance Studio. The studio is closed at this time. Stay on the line to leave a message."* The CallPilot voice prompts play after the greeting. You can make Company Greetings up to five minutes long.
Greeting 2	*"Good afternoon. You have reached On Your Toes Dance Studio."*
Greeting 3	*"Good evening. You have reached On Your Toes Dance Studio."*
Greeting 4	*"You have reached On Your Toes Dance Studio. The studio is closed at this time. Stay on the line to leave a message."*

CallPilot uses Greeting Table 1 to answer calls after four rings. Depending on the time of day, different recorded greetings play for Morning, Afternoon, and Evening. When the Business Status is No, the Non-business Hours Greeting plays.

Note: Lines must be assigned to a Greeting Table before the Greeting Table greetings are used.

The Costume Room

The Costume Room has one telephone with a CallPilot mailbox. Calls are directed to the Costume Room Attendant by the receptionist or the Auto Attendant. When the Attendant is not available, the caller is forwarded to the Costume Room mailbox. The mailbox primary message says:

"*You have reached the Costume Room. No one is available to take your call. Please leave your name and number and a brief message after the tone and we will return your call as soon as possible.*"

CallPilot for a medium business

Bridge Stone Engineering

CallPilot is assigned as the Call Forward No Answer (CFNA) extension for all telephones in the office. This means that any call that is not answered by a mailbox owner transfers to their mailbox.

Subscribers have buttons programmed on their display telephone for the CallPilot Leave Message (Conf 9 8 0) and Open Mailbox (Conf 9 8 1). This gives easy access to these frequently used features.

Employees have a mailbox number that is the same as their telephone extension. Subscribers have initialized their mailbox and recorded a Personal Mailbox Greeting.

When the receptionist is not available, Custom Call Routing routes callers along a call path.

The central receptionist

Bridge Stone's receptionist handles all calls from the published telephone number. When the receptionist is unable to answer the telephone within four rings, the Auto Attendant answers the call. The receptionist is also the designated Operator. When a caller presses 0 to speak with the operator, the caller transfers to the receptionist.

Here is how Bridge Stone's communication system works.

Bridge Stone's public telephone number is 555-1234. All lines appear on the receptionist's telephone. CallPilot is the Prime Set for each of the six lines. The Delayed Ring Transfer (DRT) feature forwards unanswered lines to the Auto Attendant.

Note: Delayed Ring Transfer is a telephone system-wide call handling feature. All lines programmed as DRT to Prime are forwarded after four rings. This is done by setting the Prime Set of the line to the CallPilot extension.

Greeting Table 1 for Bridge Stone Engineering

Greeting 1	*"Good morning. You have reached Bridge Stone Engineering."* The CCR Home Menu plays after the greeting. You can make Company Greetings up to five minutes long.
Greeting 2	*"Good afternoon. You have reached Bridge Stone Engineering."*
Greeting 3	*"Good evening. You have reached Bridge Stone Engineering."*
Greeting 4	*"You have reached Bridge Stone Engineering. The office is closed at this time. Stay on the line to leave a message."*

CallPilot uses Greeting Table 1 to answer calls after four rings. Depending on the time of day, different recorded greetings play for the Morning, Afternoon, and Evening. When the Business Status is No, the Non-business Hours Greeting plays.

Greeting Table 1 answers calls using greetings 1 through 4. Greetings 1 through 4 play unless you assign different greetings. When the Greeting Table was configured, English was chosen as the Primary Language.

Note: Lines used must be assigned to the Greeting Table before the Greeting Table greetings are used.

After the Company Greeting the CCR Home Menu voice prompt plays. This menu gives callers a list of single digit options. After callers listen to the Home Menu, they select an option by pressing a number on any tone dial telephone. For example:

"To speak to our customer service representative, press 1. *To reach our sales department, press* 2. *To reach our shipping and receiving department, press* 3. *To speak with our receptionist, press* 0.

The Customer Service and Sales department

This department has two receptionists, two customer service representatives, two sales agents, a sales manager, and a customer service manager. CallPilot is set up to answer all calls. Callers can select either customer service or sales from the CCR Home Menu voice prompt.

Incoming calls for customer service transfer directly to the customer service receptionist. Incoming calls for sales transfer directly to the sales receptionist.

The managers

Bridge Stone managers have a personal CO line that appears on their private telephone and their receptionist's telephone. The receptionists answer the managers' calls, and then transfer the calls to the manager's telephone. The receptionist's phone is CFNA to CallPilot.

If a manager is unavailable to take a call, the call rings back at the receptionist's set. The receptionist handles the call by asking the caller to leave a voice message in the manager's mailbox. If the caller wants to leave a message, the receptionist transfers the caller using the CallPilot Transfer feature [↻] [9] [8] [6].

When CallPilot is set up this way, CFNA for the manager's set is not used. The receptionist answers the manager's calls and uses CallPilot's Transfer feature to transfer the caller to the manager's telephone. The CallPilot Transfer Callback Feature returns the call to the receptionist's telephone if a manager is not available to take a call.

Note: The receptionist's telephone has a ringing line appearance. This telephone cannot be forwarded to another telephone.

Shipping and Receiving

The employees in this department share the same telephone. This department uses one telephone line that is assigned to the loading dock. This extension is assigned to Path 3 of the CCR Home Menu.

The shipping and receiving department mailbox greeting informs callers they can leave a message or press [0] to speak with the receptionist. The receptionist's phone is CFNA to CallPilot.

Feature Compatibility

This section describes how system features interact with CallPilot.

ATA 2 and ASM

One or more analog single-line sets can be connected to telephone system using an Analog Terminal Adapter or an Analog Station Module. This type of set works with DTMF tones to allow access to CallPilot options through the dialpad only. Rotary dials cannot be used internally with CallPilot.

Answer buttons

For information about Answer Buttons, see "Ringing Answer button" on page 197.

Autodial (internal)

All subscribers on the CallPilot system can program the CallPilot extension. Press [⏻] [9] [8] [5] to view the CallPilot extension.

You can use autodial for Busy Lamp Field (BLF) indication for all voice channels. This allows CallPilot channels to be monitored during busy periods.

Automatic Set Relocation

Must be set to No when changing the CallPilot extension and connections between the telephone system.

Call Forward All Calls (CFAC)

Any ringing line or answer button appearance on a set forwards to the extension specified by the call forwarded set. If CFAC is used a caller immediately transfers to the mailbox of the CFAC extension.

Call Forward No Answer (CFNA)

Any ringing line appearance on a set can be CFNA to the extension specified after the programmed number of rings.

CFNA is not applicable in an Auto Attendant application. If Delayed Ring Transfer (DRT) is being used for CallPilot answering, ensure that the number of rings for CFNA on any of the sets with ringing appearances of lines to be answered by the Auto Attendant is equal to or higher than the number of rings for DRT.

CFNA takes precedence over DRT and Transfer Callback if it has a lower number of rings.

Camp On

The Camp On Feature cannot be used to access CallPilot. If a caller calls the extension and there is no answer, the caller cannot use the Camp On Feature. Ask the caller to wait a few moments and try the CallPilot extension again.

Delayed Ring Transfer (DRT)

To use CallPilot as a secondary line answering position, set DRT:

1. Assign the CallPilot extension as the prime extension for the specified lines that are to be DRT to CallPilot.
2. Set DRT to Yes.
3. Set DRT Delay from one to ten rings.
4. Assign a Greeting Table to each line that is to be DRT to CallPilot.
5. Set the CallPilot Answer option to No for the lines that are DRT to CallPilot.

Note: If DRT is used for CallPilot Answering, and telephones with a ringing line appearance forward to CallPilot, a caller immediately transfers to the mailbox of the CFAC set.

Disconnect Supervision

With Line Disconnect Supervision, if a caller hangs up after reaching the Auto Attendant, CallPilot immediately breaks the connection. Disconnect Supervision results in fewer blank messages in the General Delivery Mailbox and prevents CallPilot ports from being occupied. You must use Disconnect Supervision if you use Outbound Transfers.

Do Not Disturb (DND)

Stops all tones and ringing to a set. When a call transfers to a set with DND activated, the call appears as a flashing indicator on an available line. The Auto Attendant transfers the caller to the mailbox associated with the telephone.

Feature timeout

CallPilot has a time-out of up to two minutes. This feature is independent of the CallPilot 100/150 or the Business Communications Manager system time-out.

Hold

You cannot put a session on hold. If the hold button is pressed during a CallPilot programming session, CallPilot disconnects, except if Automatic Hold is used to transfer a caller to a mailbox or an extension. CallPilot ignores Held Line Reminder tones.

Intercom Numbers

Inside callers can access CallPilot by pressing an intercom button and entering the extension. Access to the CallPilot feature codes and "*Message for you*" indication requires an intercom button on the set.

An intercom button is required to notify an extension of an incoming transfer.

Language choice

The CallPilot language capability is independent of the telephone system's language selection for a set. CallPilot language availability is determined by the Class of Service assigned to a mailbox.

Note: The CallPilot language option is enabled after a subscriber starts a session.

Lines

If a line programmed to be answered by the Auto Attendant appears on a set, it rings when CallPilot transfers the call. If a line programmed to be answered by the Auto Attendant does not appear on a set, a call is transferred to an intercom line appearing on the intercom button.

Message Send/Reply/Waiting

Any message notification left by an internal caller can be replied to using the CallPilot message reply options. After listening to a message, a subscriber can forward a copy of the message to another mailbox or call the message sender.

Note: If a subscriber replies to a message from a one line display phone, they must press 9 after listening to the message.

Night Service

When Night Service is activated and the CallPilot prime extension is specified as the Night Ring extension for an incoming line, a caller immediately hears the CallPilot Auto Attendant.

Prime Set

When you configure lines on your system, you can designate CallPilot as the prime extension. CallPilot answers with the Auto Attendant.

Private line

When private lines are assigned to a set programmed to ring, CFNA to CallPilot is answered by the set's mailbox. If a private line is the only appearance on that set, CallPilot transfers calls through the intercom button.

Note: If the private line is not programmed to appear but not to ring, CFNA is not activated.

Ringing line preference

Lines programmed as "Ring only" to telephone extensions are recognized by CallPilot. Features such as CFNA and CFAC to CallPilot are not recognized by non-ringing lines programmed to a telephone extension. Refer to "Call Forward No Answer (CFNA)" on page 204, "Call Forward All Calls (CFAC)" on page 204 and "Answer buttons" on page 204.

Service Modes

With the Service Modes feature you can program the telephone system to forward all incoming calls to CallPilot during specific time periods such as lunch time or non-business hours. CallPilot answers with the Auto Attendant.

Transfer Callback

Calls through the Auto Attendant that transfer to an extension without CFNA are routed by Transfer Callback to CallPilot after the designated number of rings. The CFNA/Transfer Callback feature is programmed so that the fewest rings take precedence.

Chapter 12
Default configuration values

The following tables list CallPilot default configuration values.

	Value or range	Default
System Administrator password*	four to eight digits in length	0000 (four zeros)
Special Mailbox types:	Two-digit to Seven-digit	Three-digit * *
General Delivery Mailbox	10 1000000	10
System Administrator Mailbox	12 1000002	12
Automated Attendant Extension Number	any valid CallPilot Extension Number	none
Minimum message length	500 - 3000 milliseconds	3000 msec (BCM)
CO Line Greeting assignment:		
Line number	1 - 500 (up to 268 for BCM50)	none
Greeting Table:	1 - 99	
Greeting Table number	0 - 12	
Number of rings		1
Greeting used:	1 - 250	0
Morning	1 - 250	1
Afternoon	1 - 250	2
Evening	1- 250	3
		4
Language		Primary

* For BCM there is no CallPilot System Administrator. See the *BCM Administration Guide* for setting up a user with voice mail administration rights.

** The extension number length defaults to the telephone system extension number l length. For more information, see your system documentation.

	Value or range	Default
Extension/mailbox:		
Extension leading digit	0 - 9	none
Digits in extension	two to seven digits	none
Mailbox leading digit	0 - 9	none
Digits in mailbox	two to seven digits	none

	Value or range	**Default**
Maximum number of subscriber mailboxes	300 for CallPilot 1000 for Business Communications Manager	
Classes of Service:		
Class of Service number	1-16	none
Mailbox message time	5-180 min	none
Message length	1-60 min	none
Greeting length	1-30 min	none
Message retention time	1-365 days, 0 days - indefinite	none
Group Lists:		
Group List number **	001 - 099 - 901-999	901 - 999
Number of members	1-125	none

*Including Special Mailboxes

**Group List numbers are always three digits long

	Value
Response time at the Home Menu	2.5 seconds
Number of Trees	8
Number of levels	10
Number of Paths per level	8

Group List leading digit	**Group List range**
0	001 - 099
1	101 - 199
2	201 - 299
3	301 - 399
4	401 - 499
5	501 - 599
6	601 - 699
7	701 - 799
8	801 - 899
9	901 - 999

Default Feature Codes	
Leave Message	Feature 980
Open Mailbox	Feature 981
Operator Status	Feature 982
Configuration	Feature 983
CallPilot extension number	Feature 985
Transfer to mailbox	Feature 986
Interrupt	Feature 987
Call Record	Feature 989

Message storage times	
CallPilot 150	82 hours
Business Communications Manager (BCM)	200 hours

Glossary

AA

See Auto Attendant.

Administration

The tasks involved in setting up and maintaining Mailboxes, Greetings, CCR Trees and CallPilot configuration.

Alternate extensions

When a caller dials an extension that is programmed to have one or more alternate extensions, CallPilot rings at all of the sets simultaneously. The first set to answer accepts the call. The other sets cannot access the line or use the Interrupt Feature (Feature 987) to access the answered line. Alternate extensions are available only on Subscriber mailboxes.

Alternate Greeting

A greeting that is recorded for a Personal Mailbox and played only on exceptional occasions, such as absence.

Alternate Language

A secondary language used for greetings and prompts. To use an Alternate Language, you must enable the Bilingual Option. The Alternate Language cannot be the same as the Primary Language.

Attendant sign ON/OFF

A task performed by a company Receptionist or designated Operator that indicates to CallPilot when an Operator is available to answer calls.

Auto Attendant

The CallPilot answering service that answers incoming calls with a Company Greeting, plays a menu of options to a caller, and performs call routing functions in response to a caller's selections.

Auto Attendant Time of Day Blocking

Callers can search the Company Directory for a name, or enter an extension number, to direct their calls. The call rings at the appropriate telephone. You can send calls to the appropriate mailbox instead, depending on time of day. If you use Time of Day Blocking, when a caller dials an extension or name, the call goes to the corresponding mailbox. If no initialized mailbox exists for the extension the caller hears "The person you have called is not available" followed by the CCR menu voice prompt. If a fax machine calls the Automated Attendant or CCR tree at a time of day when you have enabled Time of Day Blocking, the call is transferred to the fax extension.

Blind Call

An incoming call where the caller transfers directly to the extension requested.

Broadcast Message

A message that can be sent by the System Administrator. This type of message plays in all initialized Subscriber Mailboxes.

Business Status

A setting that overrides the schedule of the Greeting Table and plays the Non-business greeting until turned off.

Call Screening

When you change a mailbox owner's Personal Mailbox Call Screening feature to Screened, the feature allows the mailbox owner to determine who is calling before accepting the call.

CCR

See Custom Call Routing.

Channel configuration

The number of channels on the CallPilot unit that are designated for outdialing.

Class of Service

A Class of Service defines the values for the special features of a Mailbox. When adding a mailbox, the System Administrator programs several special features at once by choosing the number from the Class of Service table that provides the level of service most appropriate for the subscriber.

A mailbox cannot be added without a Class of Service.

Company Directory

The Company Directory is an internal voice and text list of the names of mailbox owners with initialized mailboxes who are designated to appear in the directory.

Configuration

The tasks involved in setting up the different parameters of CallPilot. For example, configuring the Central Office (CO) lines answered by CallPilot.

Configuring CallPilot lines

The tasks involved in determining which external lines are answered by CallPilot and which Greeting Table is assigned.

Custom Call Routing Tree

Call Paths that let subscribers select options to direct their calls along the paths you create.

Defaults

The preset parameters for CallPilot.

Destination

On a CCR Tree, the Destination determines where the caller is directed after they listen to an Information message or leave a message in a mailbox. The Destination types are:

- PREV: returns the caller to the Previous menu

- HOME: returns the caller to the Home Menu
- DISC: disconnects the call

You can assign destinations only to Information and Mailbox nodes.

Display

A one-line or two-line display on a business telephone that shows CallPilot commands and options.

Display buttons

The three buttons that appear below a two line display telephone. When pressed, these buttons select the specified CallPilot option.

Display options

The choices available to a mailbox owner that appear on a two line display. You select options that appear on the display from the display or dialpad buttons.

ATA 2

A Nortel product that allows the connection of an analog device, such as a single-line telephone or a facsimile machine, to a telephone system.

Envelope information

A date and time stamp that appears on all messages left in a mailbox. When a message is left by another mailbox owner, envelope information includes the message sender's name.

Extensions

A two to seven-digit number that is used to reach a designated telephone.

Extension length

The number of digits in an extension and an CallPilot mailbox number. The extension length ranges from two to seven digits.

Feature code

A unique three-digit code that is used to access CallPilot Features and options.

General Delivery Mailbox

One of the two Special Mailboxes that hold messages for individuals who are not assigned a Subscriber Mailbox.

Greetings

There are three types of CallPilot Greetings: Company Greetings, Personal Mailbox Greetings and Information Mailbox Greetings. Company Greetings are played by the Auto Attendant to incoming callers. Personal Mailbox Greetings are played to callers who want to leave a message in a selected mailbox. Information Mailbox Greetings are played to describe goods or services available to callers.

Greeting Tables

A table for storing recorded Company Greetings, start times assigned to the greetings, and the lines that are answered by CallPilot. There are four Greeting Tables.

Group Lists

A collection of mailbox numbers that are assigned a special “Group” number by CallPilot. When a message is sent to a Group List, all the mailboxes in the list receive the message.

Guest Mailbox

A Guest Mailbox is a type of Subscriber mailbox for people who do not have a permanent extension, but require a mailbox. Guest mailboxes receive and store messages the same way that Subscriber mailboxes do.

Home Menu

The Home Menu is the first CCR menu that callers hear after they hear the Company Greeting. The Home Menu provides a list of single-digit options to a caller. A caller, after listening to the Home Voice Menu, selects the option by pressing a number on any tone dial telephone.

A Home Menu can be programmed to offer eight options. By default, 0 is reserved for reaching the Operator, and 9 offers the menu in the Alternate Language.The Home Menu can also be a recorded Information Message that announces information to a caller and then disconnects the call when the announcement is finished.

Home Menu voice prompt

A voice prompt that provides a list of number options. When pressed, these options route a caller to: a sub-menu, an Information Message, a Leave Message option, or a transfer to an extension.

Information Mailbox

A mailbox that provides a caller with a message describing goods or services available from your company. The Information Mailbox does not take messages and does not have an extension associated with it.

Information Message

On a CCR Tree, an Information Message is a message you record to provide a caller with information about goods or services available from your company. Information mailboxes must be created before the Information Message option can be added to the CCR Tree.

Initialize

Preparing a mailbox to receive messages, which includes changing a mailbox default password, recording a Company Directory name, and recording Personal Mailbox Greetings.

Initializing CallPilot

Preparing the CallPilot settings that are used in mailbox number length and language preference.

Leave Message

The feature code used to leave messages in CallPilot mailboxes.

Level

The Home Menu is on Level 0. As sub-menus are added, the caller progresses through the levels of the CCR Tree. A total of 11 levels can be created (from 0 to 10).

Mailbox

A storage place for messages on the CallPilot system.

Mailbox number length

The number of digits allowed in a mailbox number. The mailbox number length ranges from two to seven digits.

Mailbox properties

Mailbox properties are optional parameters in addition to the Class of Service values. The Mailbox properties are: Include in Company Directory, Alternate Extensions, Express Messaging Line, Call Screening, Message Waiting Notification, and Outdial route.

Menu

A menu is a voice prompt you record that provides a caller with a list of up to eight options. There is one default pre-recorded menu, the Auto Attendant Menu, that plays after the Company Greeting. You can replace this default menu with a custom menu, or you can assign the CCR Home Menu to play instead of an Auto Attendant menu.

Message Waiting Notification

Message Waiting Notification provides a mailbox owner with a message notification `Message for you` on the display of their telephone.

Never Full Mailboxes

CallPilot mailboxes have a Never Full Mailbox Feature, which lets callers leave messages in a mailbox, even if the mailbox is "full". The messages are stored, but cannot be accessed until at least one saved message is deleted.

Operator

The Operator is the person whose extension rings when the caller is prompted by the Auto Attendant to "Press 0 for an operator". If the Operator is not available, callers who request the Operator transfer to the General Delivery Mailbox.

In Class of Service, the Operator is also known as a Targeted Attendant.

Operator default extension

The Receptionist or CallPilot designated Operator's default extension. This default is preset to none, and must be changed to any valid extension on the system.

Operator status

The CallPilot setting that tells the system whether or not a receptionist or designated Operator is available.

Option

A CallPilot choice that is given to a subscriber through voice or display prompts.

Outdial method

The Outdial method determines which line, line pool or route the system uses when a mailbox owner replies to a message left by an external caller, and for Off-premise Message Notification.

Park and Page

Park and Page parks a call and announces it to a paging zone, overhead paging system or both. Depending on the configuration you select, the page can be repeated until the parked call is answered. An unanswered call returns to the mailbox or CCR Tree it originated from.

Password

A four- to eight-digit number that is entered on the dialpad. A password is used to open mailboxes or perform configuration tasks.

Path

A Path is the course an incoming call takes to or through one or more menus on a CCR Tree to reach a desired destination.

Path number

A number assigned to a Path on each CCR Tree. The number represents the sequence of digits that callers enter to route themselves along the Path.

Primary Greeting

The main greeting played in a Personal Mailbox to callers who want to leave a message.

Resetting passwords

A System Administrator task that changes a mailbox password from its current setting back to the CallPilot default setting 0000.

Resetting CallPilot

Returning CallPilot to its original default settings.

Special Mailboxes

The two mailboxes used by the System Administrator and designated Operator. The two Special Mailboxes are System Administrator and General Delivery.

Sub-menu

A sub-menu is any menu presented to the caller after the Home Menu. Sub-menus can lead to other sub-menus. A total of nine sub-menus can be added to a CCR Tree.

Subscriber

A subscriber is a mailbox owner. Subscriber mailboxes include Subscriber and Guest mailboxes.

Subscriber mailboxes

- are assigned to subscriber by the System Administrator
- include both Subscriber and Guest Mailboxes

- are maintained by the mailbox owner
- can be listed in the Company Directory under the subscriber's name
- are protected by a password that can be changed by the subscriber, or reset to 0000 by the System Administrator if the password is forgotten

System Administrator

The person responsible for configuring, updating, and maintaining the CallPilot system.

System Administrator Mailbox

One of the two Special Mailboxes. Used by the System Administrator for sending Broadcast Messages. This is the System Administrator's Personal Mailbox.

Target Attendant

The Target Attendant is assigned to answer a telephone when a caller opens a mailbox to leave a message and presses 0 to reach the Operator.

Time of Day Blocking

See "Auto Attendant Time of Day Blocking" on page 213.

Tone dial telephone

A push button telephone that emits DTMF tones.

Transfer node

On a CCR Tree, a Transfer node provides a caller with access to an extension or an external number. A Transfer node is assigned a one-digit number that appears in a menu. When this number is pressed, the caller automatically transfers an extension or external number.

Voice prompts

The prerecorded voice instructions that are played to callers when they access CallPilot features and options. Voice prompts guide a caller along the call Path of a CCR Tree.

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